

Workstation Standardization & Centralization

2005 User Survey Report

January 2006

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Summary

All employees in the scope of the Operations Workstation Standardization and Centralization (WSC) program were surveyed to gather data required to measure the Total Cost of Ownership (TCO) and user satisfaction levels for FY05 as a baseline for the contract initiative. The survey was conducted from Mid-December 2005 through mid-January 2006. 93% of the target population of 603 employees responded.

The survey yielded the following results:

- 95% of primary computers are Windows based (88% Windows XP) and 87% are laptops
- 45% use a laptop
 - 76% sometimes use their laptop from off site or borrow one occasionally
 - only 4% use their laptop from many different locations
- 51% use LBNL computers more than 30 hours per week
- Only 22% use a handheld computer
 - Half use Lab owned handhelds
 - 78% are Palm OS based handhelds.
 - 60% synchronize with the Lab calendar systems
 - Only 20% synchronize with email
- 42% contact the Help Desk first when they need support and 40% contact a local IT support person first
- A significant majority lose little time dealing with problems with their computers and 75% are able to work on other tasks when their computer is not available
- 75% spend less than two hours per month on maintenance activities such as backups, loading software and organizing files and only 6% spend more than 2 hours per month developing applications for their own use.
- 74% and 79% had no formal classroom training and/or no alternative training (video-based, computer-based, etc) on standard PC applications last year
- The majority also had little or no training on custom business applications
- 66% spend less than 4 hours a month on casual learning such as reading manuals or using help online
- The average levels of satisfaction with computers used for lab business is 3.22 on a scale of 0-4 – a level corresponding to slightly above satisfied
 - 87% responded that they are either satisfied or very satisfied
 - There are no significant difference by organization – average score ranged from 3.0 to 3.34
 - There was no significant difference in levels of satisfaction between those with laptops as their primary computer and those with desktops
- The average levels of satisfaction with support received is 3.33 on a scale of 0-4 – a level corresponding to slightly above satisfied
 - 89% responded that they are either satisfied or very satisfied
 - There are no significant difference by organization – average score ranged from 3.0 to 3.6
 - There was no significant difference in levels of satisfaction between those with laptops as their primary computer and those with desktops

- 255 written comments were received, 90 of which were clarifications for responses. All of the comments were consistent with the quantitative results providing useful information and explanation that will be used to prioritize improvement activities. The comments did not provide any additional major findings

Purpose

The purpose was to provide FY 2005 data to calculate baselines based for:

- Measurement of the Total Cost of Ownership (TCO) of all workstations in the scope of the initiative
- User satisfaction

The survey will be conducted annually to measure changes in both of these metrics.

Population

The survey was the first annual survey of people covered by the Workstation Standardization and Centralization Initiative in Operations. The targeted population was 603 people:

Organization	Target Population
Office of the CFO	150
Environment, Health & Safety	87
Facilities	126
Human Resources	49
Information Technology	143
Lab Directorate ¹	12
Operations ²	10
Public Affairs	26
All	603

¹Includes Internal Audit, CFO, CIO and COO

²Includes Operations Division Directors, Workforce Diversity and Office of COO

Methodology

The survey was conducted on-line. Respondents received an initial email from the senior manager of their organization during the week of December 12, 2005. The email described the initiative and requested participation in the survey. A link to the survey web site was included. For an example of these emails see Appendix A

Each participant logged on to the survey using their standard Lab identity and password. The survey program kept track of who had responded in a separate file from the database of results. Several reminders were sent out a few days before the holiday break and in January targeted to only those employees in the scope who had not yet taken the survey. The response rate increased significantly with each reminder. The survey was closed on January 13, 2006.

Unfortunately, at the time of the initial emails, there was no practical way to target the email to only those employees who were included in the scope of the initiative. (This capability was later added and used to target reminders). Employees matrixed to organizations outside the scope of the initiative were also included and 40 of these responded. Responses from these individuals are included in the survey results as they cannot be identified and removed. Since this is less than 7% of the responses, we have made the assumption that the impact of these on the survey results is not significant.

Response Rates

The target population was 603 people. 599 responses were received. 559 of these were from the target audience. The overall response rate from these people was 93%.

Response rates by organizations ranged from 83% to 100%.

Organization	Number of responses	% Response rate
Office of the CFO	155	95
Environment, Health & Safety	90	98
Facilities	116	83
Human Resources	52	96
Information Technology	138	96
Lab Directorate ¹	10	83
Operations ²	12	90
Public Affairs	26	100
All	599	93

¹Includes Internal Audit, CFO, CIO and COO

²Includes Operations Division Directors, Workforce Diversity and Office of COO

Questions

The survey comprised 21 questions organized into five sections, each of which had a space for comments related to that section. The first four sections contained questions required for completion of the Total Cost of Ownership metric. The last section contained questions required to calculate levels of satisfaction. The questions were:

Section A: Workstation Usage

1. What is your primary computer?
2. Which response best describes your work related laptop computer usage?
3. Which response best describes the average number of hours you spent per week using your LBNL computers?
4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?
5. Which response best describes the handheld Operating System you use for LBNL business?

6. Do you synchronize your handheld to any of the following? (check all that apply)

Section B: Support

7. Which response best describes who you most often contacted first when you needed support?
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve)?
9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?
10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Section C: Other Time

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?
12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?
13. Which response best describes what you did when you could not use your computer to do your work?
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

Section D: Training

16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?
17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?
18. Which response best describes the amount of time you spent last year on training on custom business applications?
19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

Section E: Satisfaction

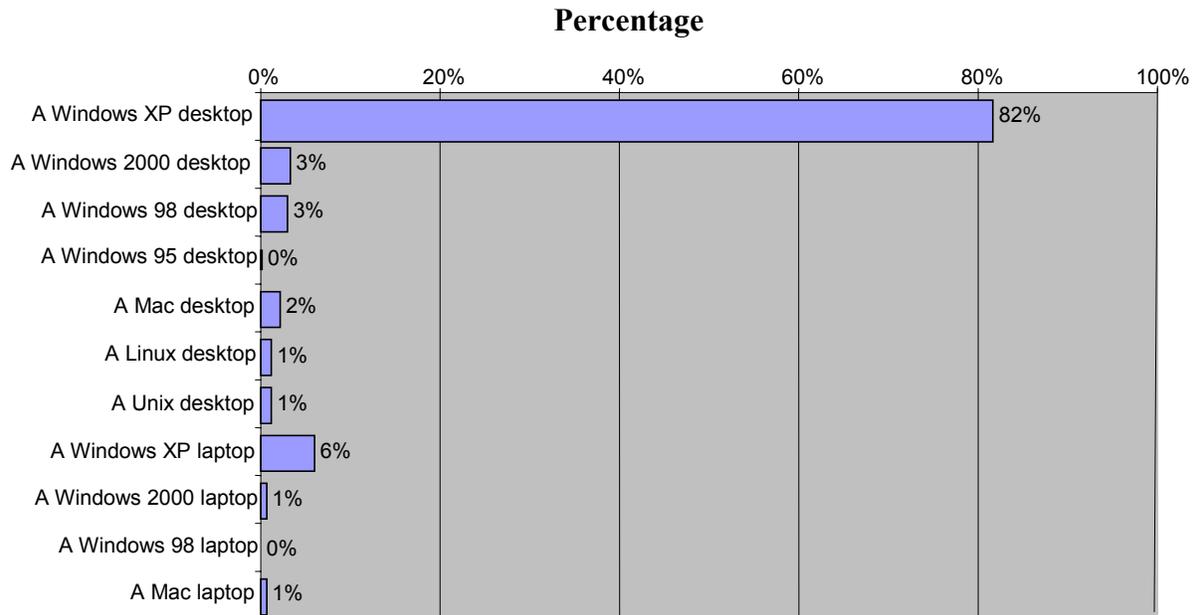
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?
21. Which response best describes your overall level of satisfaction with the support you have received for your computer?

A copy of the on-line survey form showing questions and response options is shown in Appendix B.

Quantitative Results

The aggregate responses to the 21 questions are:

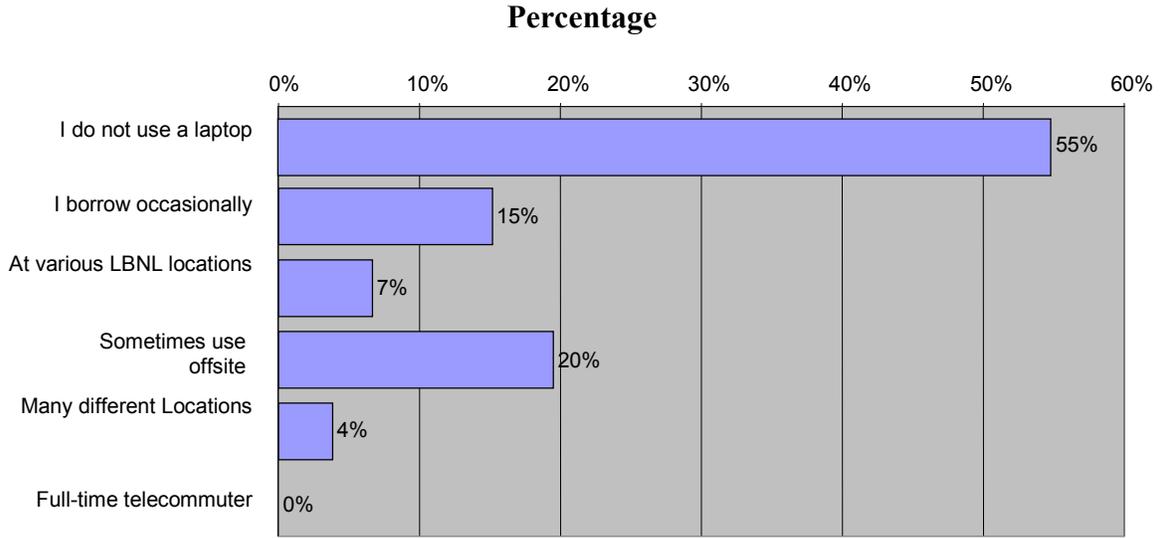
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
490	20	18	1	13	7	7	36	4	0	4

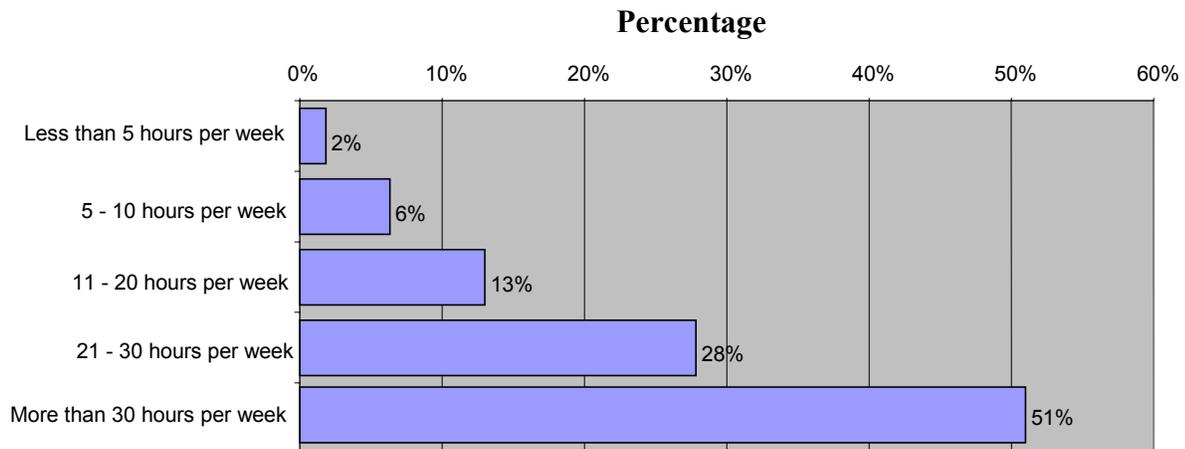
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
329	91	40	117	23	0

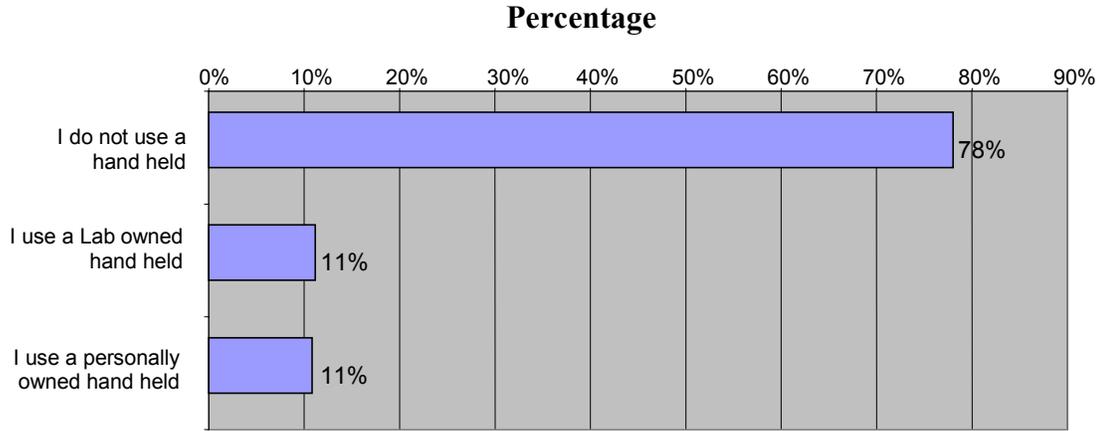
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
11	38	78	167	306

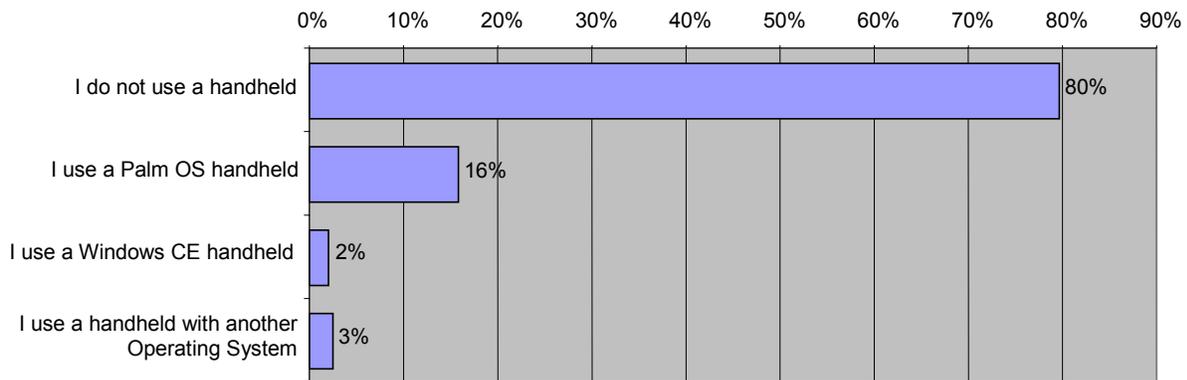
4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



Number of responses

I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
468	67	65

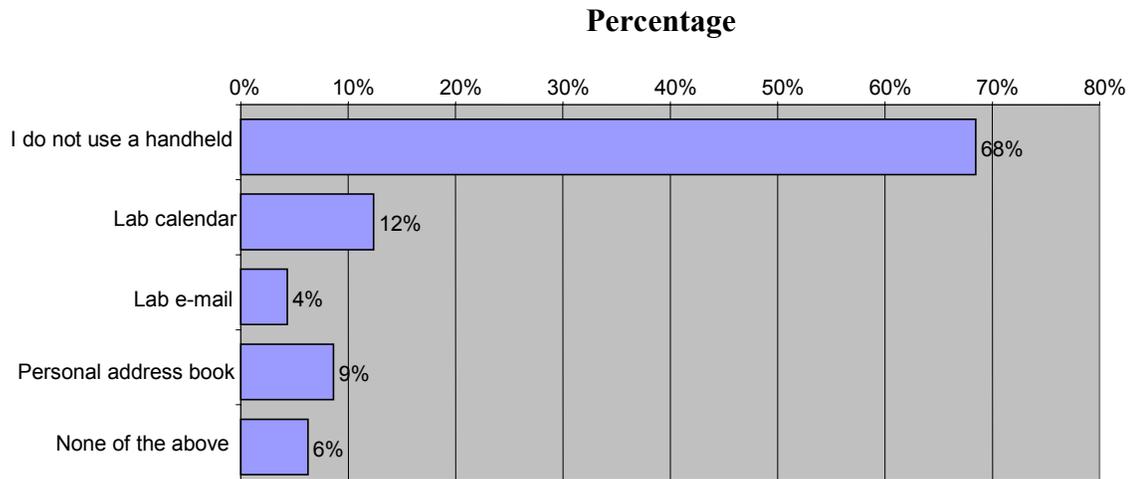
5. Which response best describes the handheld Operating System you use for LBNL business?



Number of responses

I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
478	95	12	15

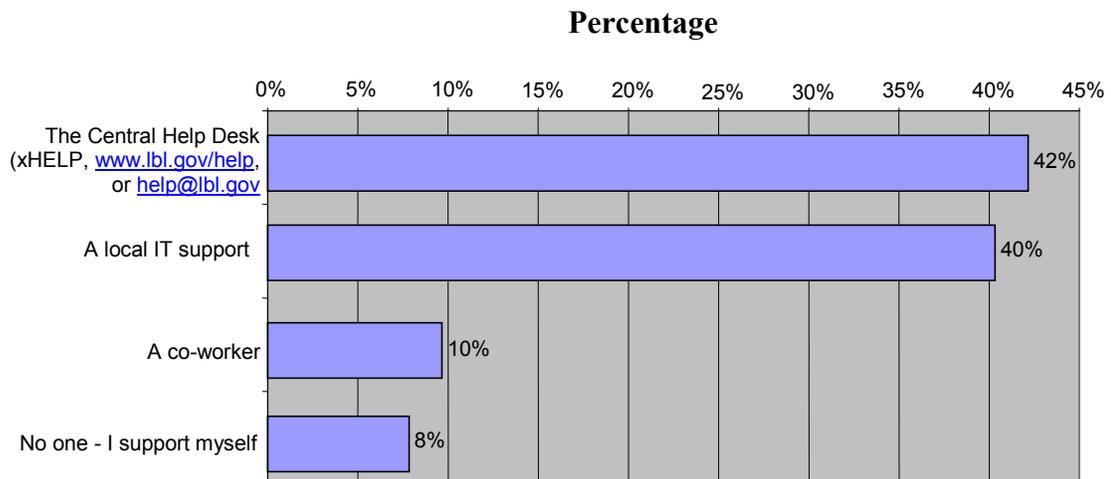
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
460	83	29	58	42

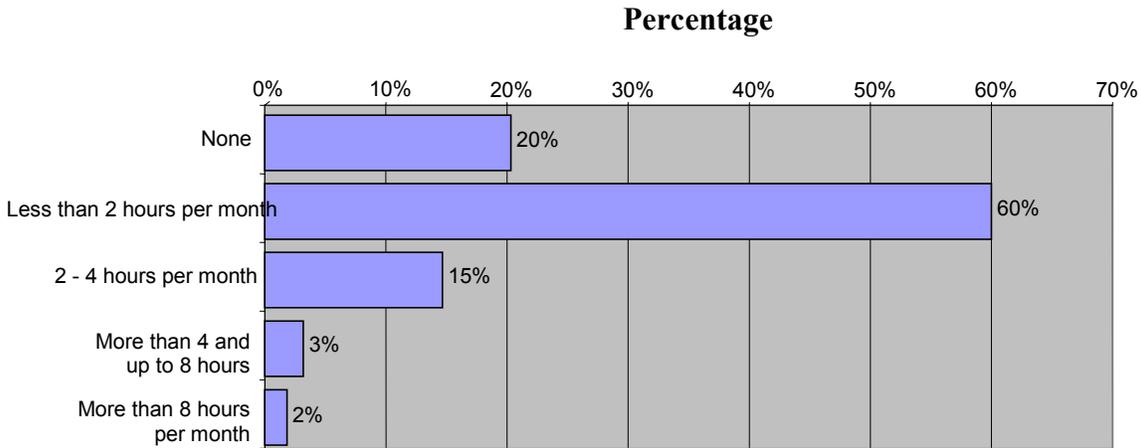
7. Which response best describes who you most often contacted first when you needed support?



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
253	242	58	47

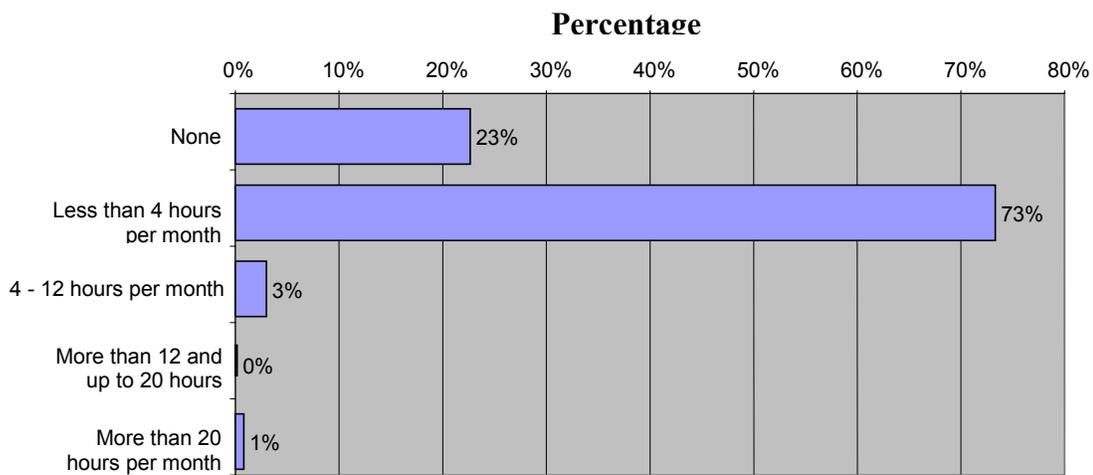
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
122	360	88	19	11

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

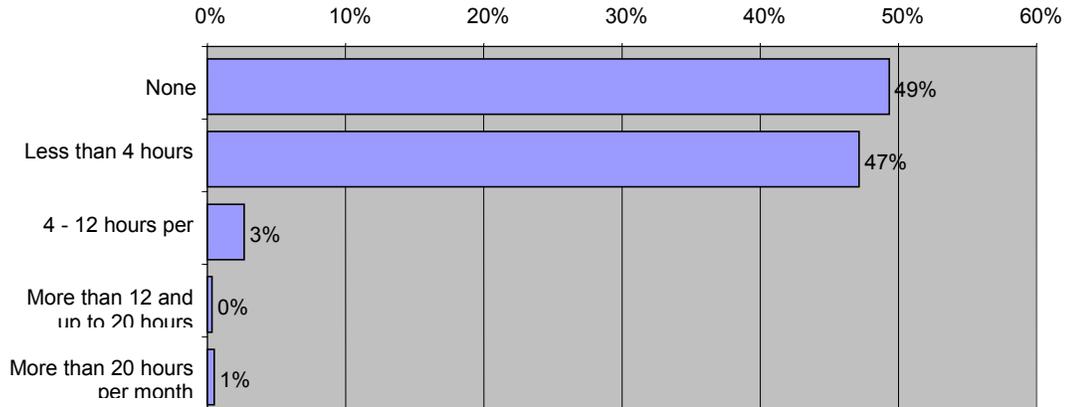


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
136	440	18	1	5

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

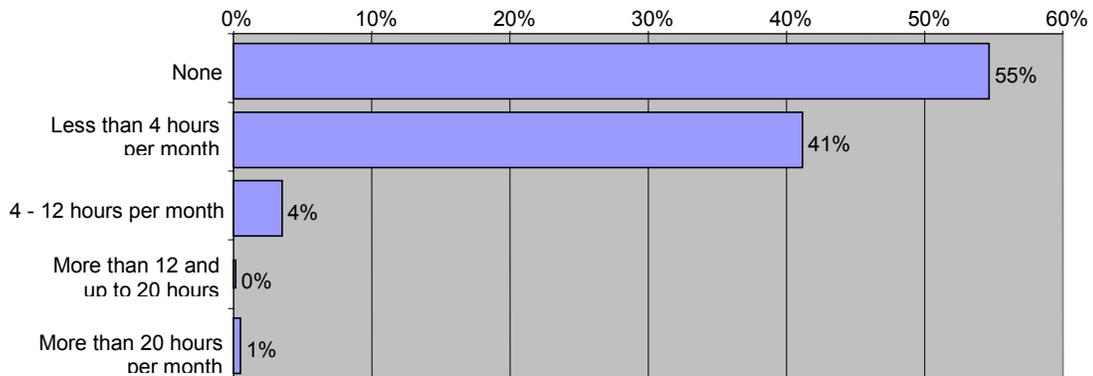


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
296	283	16	2	3

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

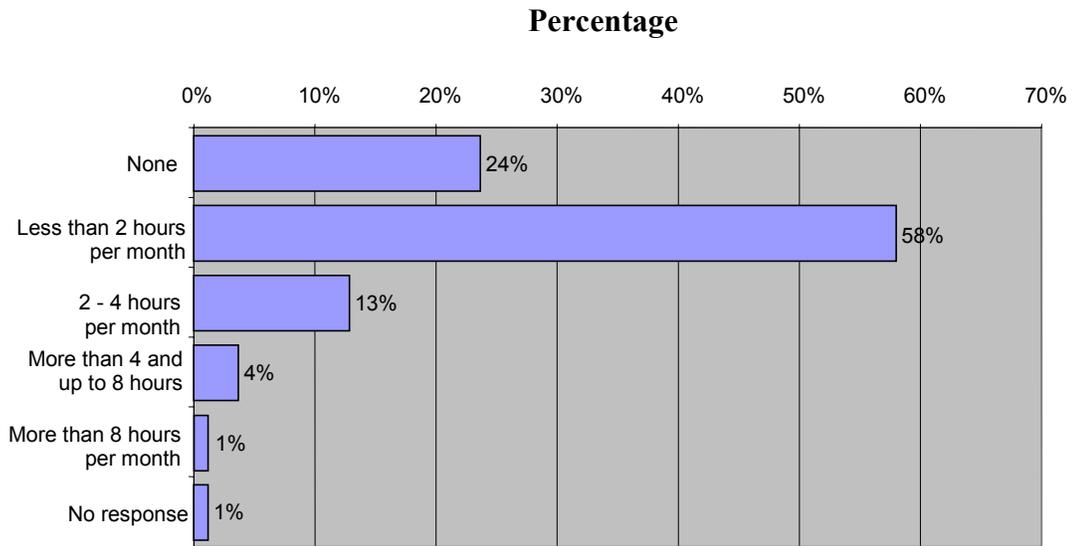


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
328	247	21	1	3

12. Which

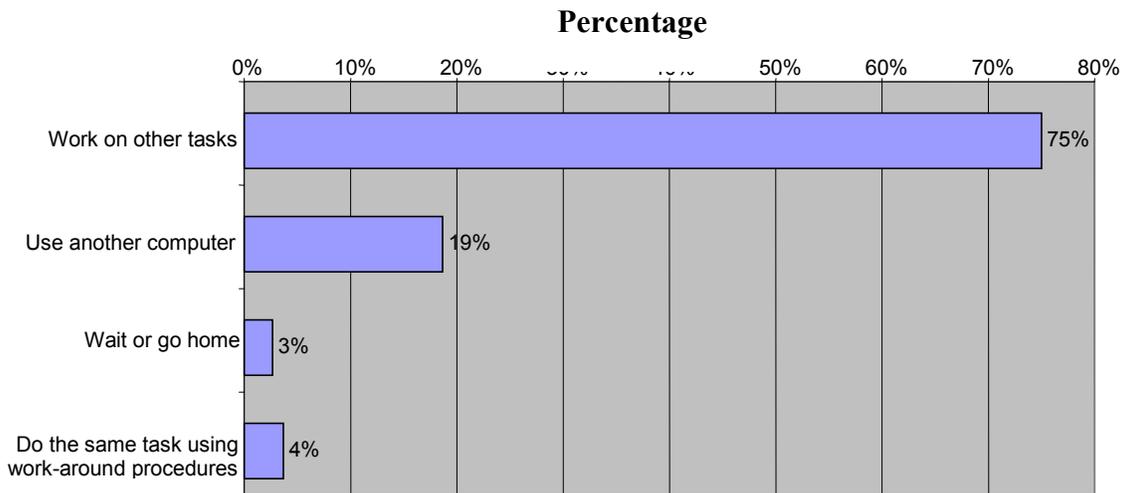
h response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
142	348	77	22	4	7

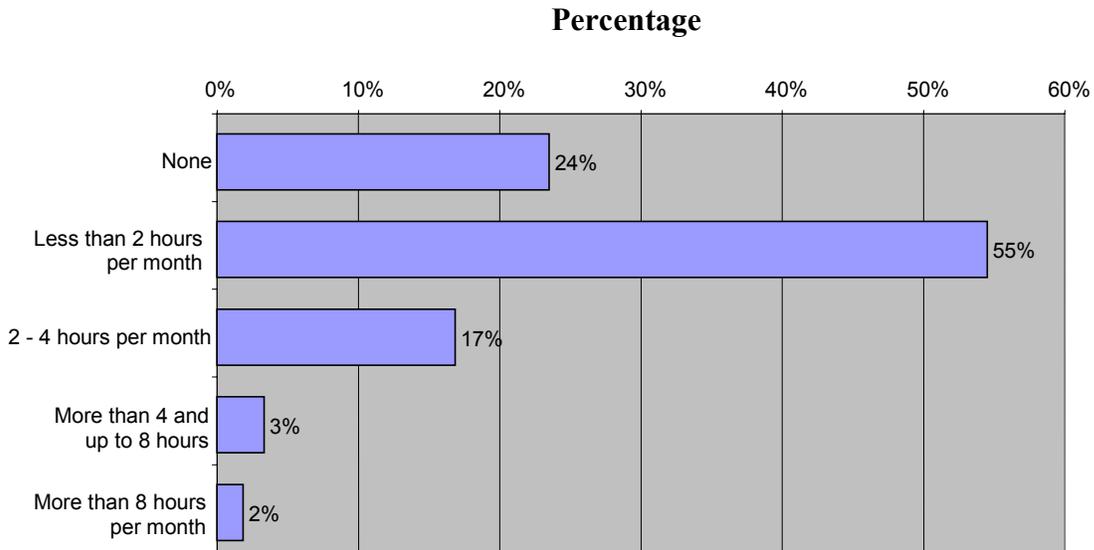
13. Which response best describes what you did when you could not use your computer to do your work?



Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
450	112	16	22

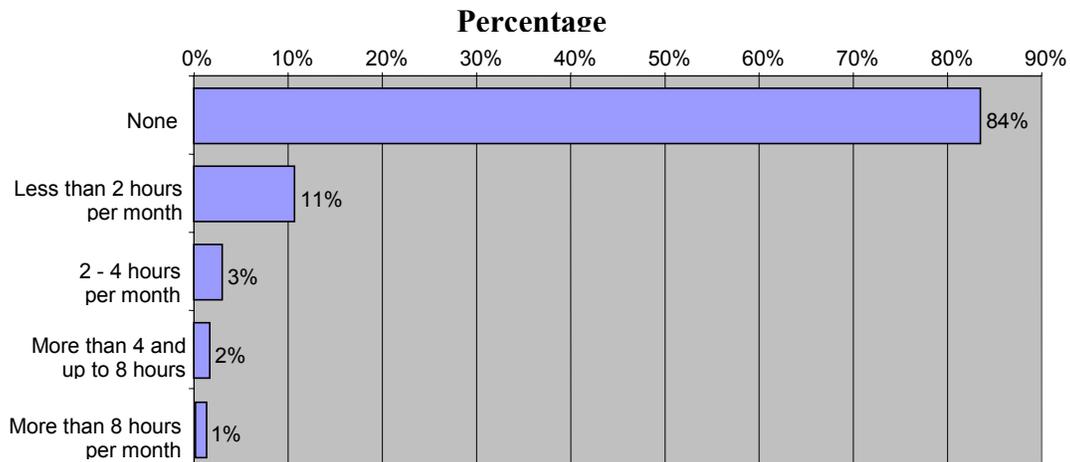
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?



Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
141	327	101	20	11

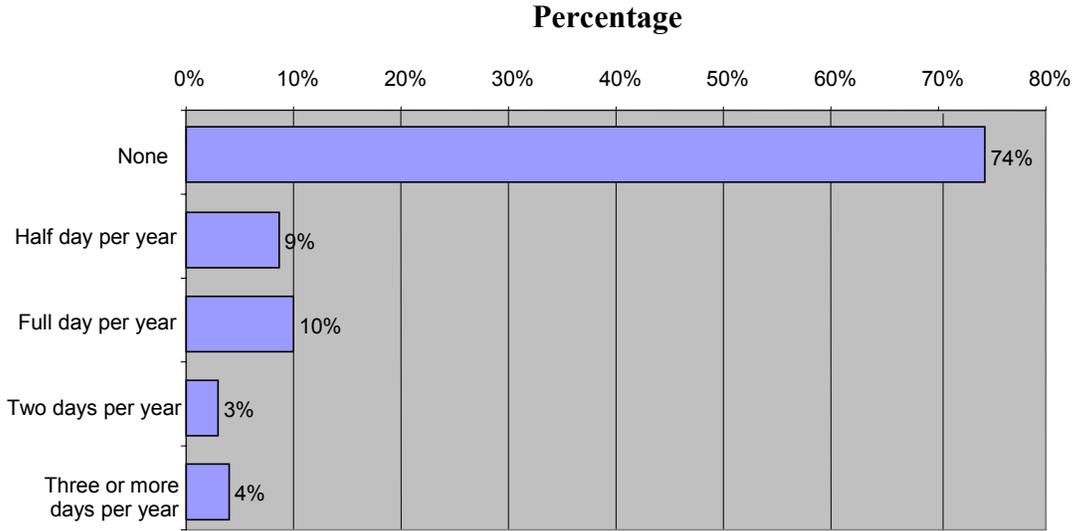
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
501	64	18	10	7

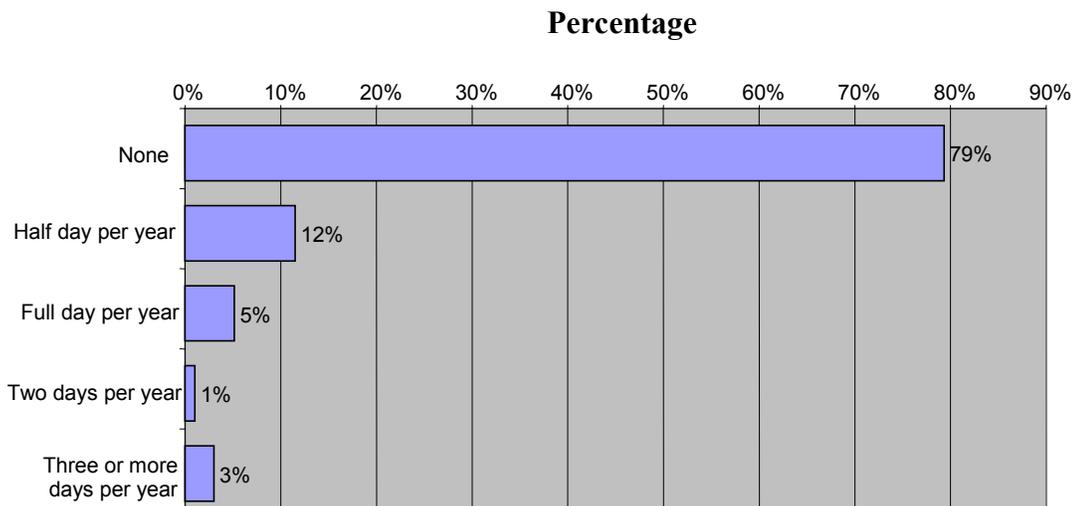
16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
446	52	60	18	24

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?



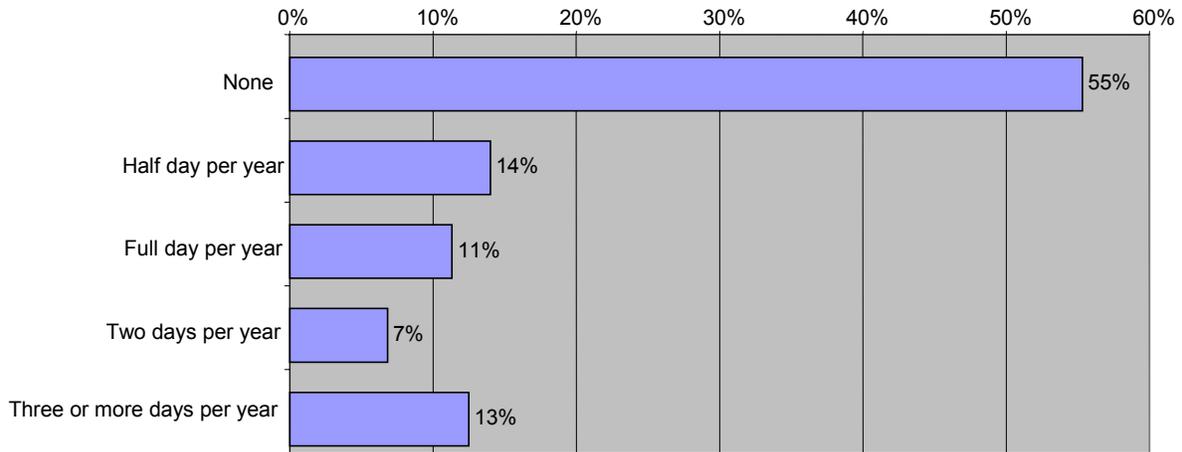
Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
476	69	31	6	18

18. Which

h response best describes the amount of time you spent last year on training on custom business applications?

Percentage

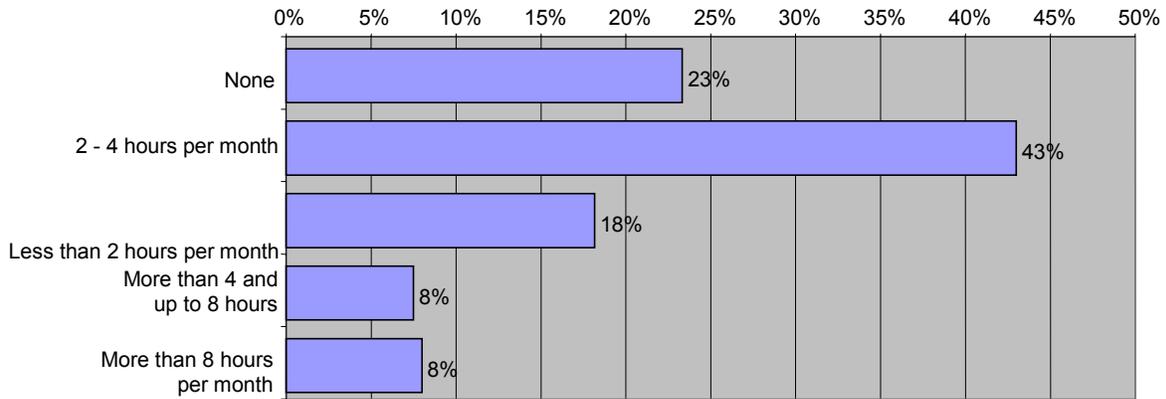


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
332	84	68	41	75

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

Percentage

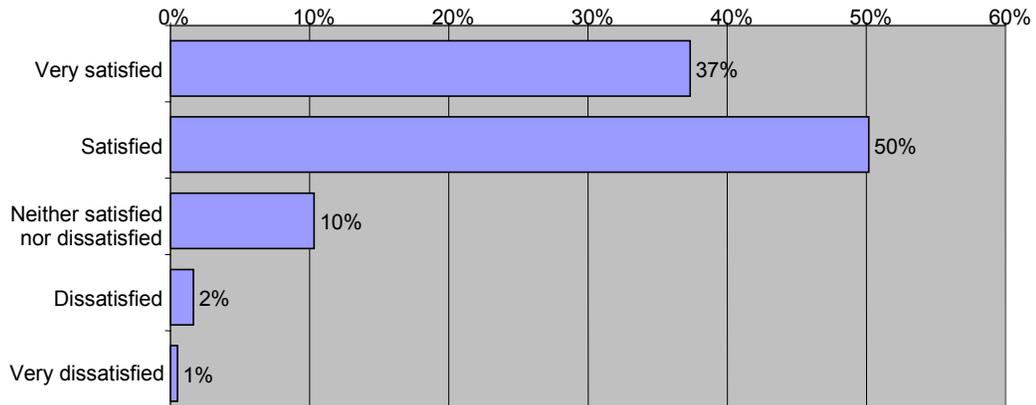


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
140	258	109	45	48

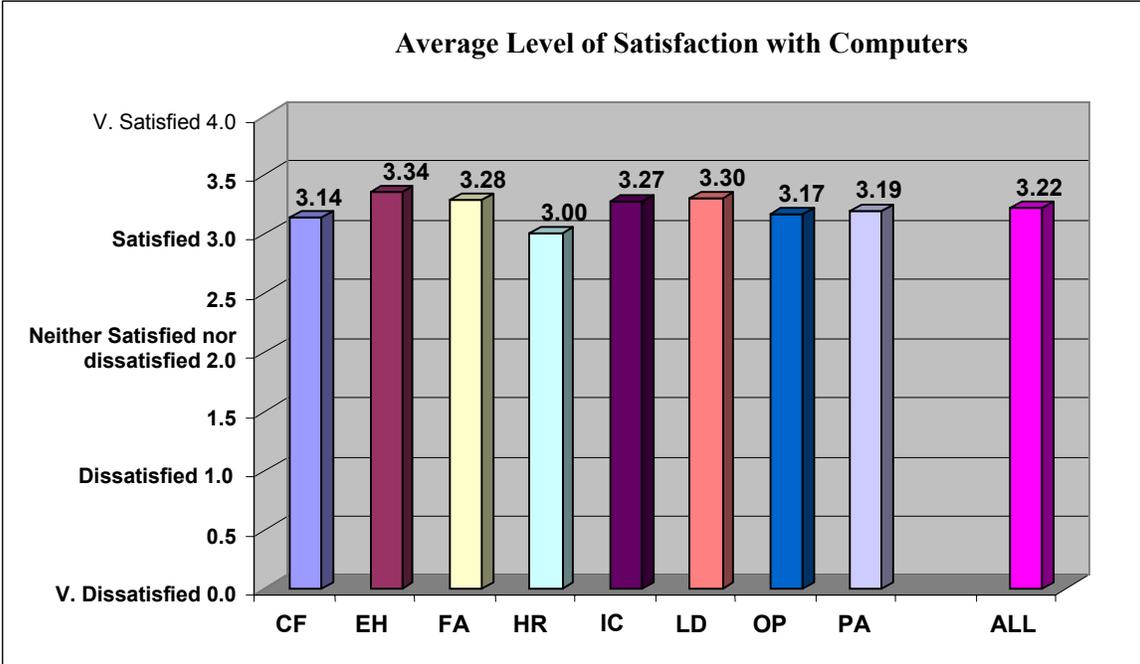
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?

Percentage

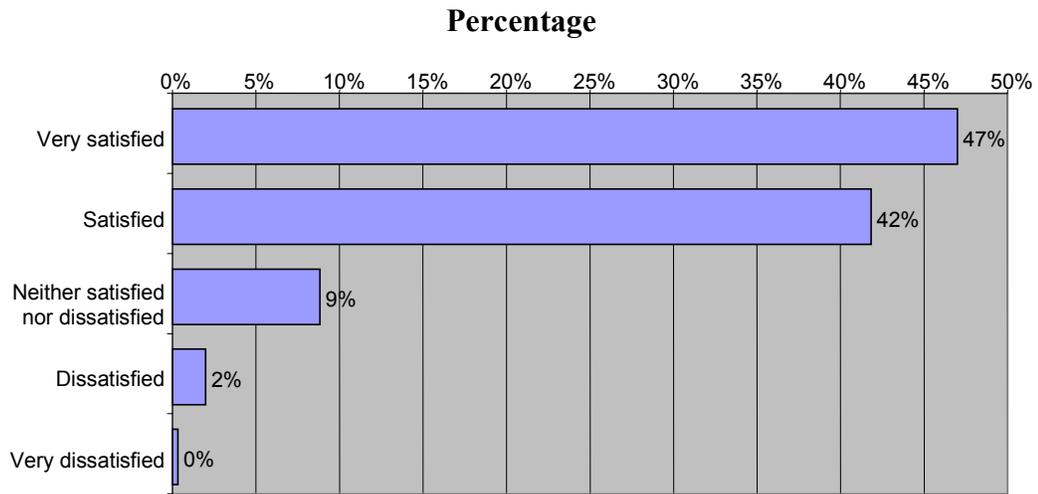


Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
224	301	62	10	3

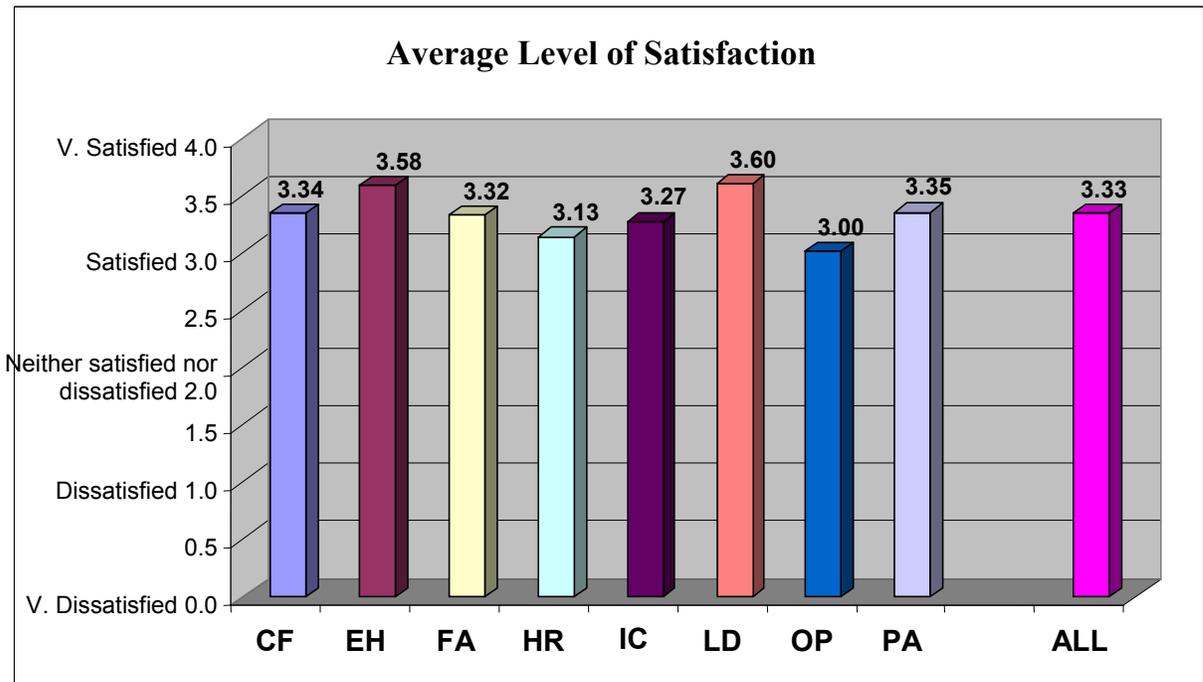


21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
282	251	53	12	2



Results by Organization

For results by organization see Appendices C through J. There were no significant differences between organizations, except in primary workstation platforms. The only Unix and Linux platforms are in IT for supporting Scientists and for production of enterprise systems. There are 5 Mac workstations in IT, also in groups supporting scientists, 8 in Public Affairs, and 1 in CFO.

Comments

There were 254 written comments added:

- 32 comments on workstations
 - 2 general positive comments
 - 3 suggestions
 - 27 issues (8 on standard workstation configurations, 7 on performance, 4 on reliability, 6 on handheld synchronization, and 2 on the installation process)
- 80 comments on support
 - 45 providing positive feedback (18 specifically on desktop support staff, 16 specifically on the Help Desk and 11 general comments)
 - 35 raising issues (17 on the process of providing support, 12 on the quality of staff and 6 on the lack of coverage for extended hours)
- 18 comments on training and documentation
 - 1 positive comment
 - 9 issues concerning inadequate training
 - 8 suggestions
- 14 comments on applications
 - 12 issues on applications including PRP, HRIS, Facilities applications and email
 - 2 suggestions
- 4 comments on the WSC program itself
 - 2 positive comments
 - 2 issues
- 3 other issues raised
 - 2 on the network
 - 1 on inadequate furniture for workstations
- 89 comments that were clarifications of survey responses
- 14 about the survey

In the overall context of the high levels of satisfaction recorded above, the issues raised will be useful for the workstation team as input on improvement opportunities, but do not have a significant impact on the overall results.

All comments will be reviewed by the workstation team, issues prioritized and addressed as appropriate. The survey comments will be referred to when the survey is updated for use in future years.

For a complete listing of comments, see Appendix K.

Appendix A: Examples of Survey Requests

Example of Initial Request

The following is the text of the initial message to OCFO staff on December 13 from Jeffrey Fernandez, CFO. The specific survey request is shown below in bold:

(December ,2005)
OCFO Community:

I want to introduce you to the Workstation Standardization and Centralization (WSC) initiative that is being implemented in our organization and in the other Lab Support organizations. WSC is one of the key management initiatives in the new Lab contract and will be implemented over 5 years.

The IT Division, which piloted the project last year, will be responsible for WSC implementation including centralizing support, and procuring and deploying new workstations. Please visit their Web site at <http://www.lbl.gov/IT/WSC/> where you will find a more complete description of the initiative as well as the answers to many frequently asked questions (FAQs).

David McGraw, Sandy Merola and I are committed to this program, and ask for your full support. We encourage you to provide feedback. As part of the contract management initiative the implementation team is required to measure the Total Cost of Ownership (TCO) of the workstations we use. **To obtain the information needed for the TCO, your participation is required by completing a short survey. Please complete the survey as soon as possible at <http://isswprod.lbl.gov/survey/default.asp?ldap=1&sid=1912>. The survey is also linked from the Web site. This will take less than 10 minutes of your time, and I encourage you to complete it as soon as possible so that the WSC team can finish their required analysis.**

If you have specific questions not answered on the web site, ideas or concerns, please email workstations@lbl.gov or contact Linda Wuy, the WSC Coordinator for the OCFO. Thank you.

Jeffrey

Example of Reminder

(January 6, 2006)

Before the holidays, Jeffrey sent you a link to the Workstation Standardization and Centralization (WSC) web page and asked you to complete the user survey. The WSC team needs input from you to complete a Total Cost of Ownership (TCO) measurement. It appears that you have not yet taken the survey and we would appreciate it if you would do so now at <http://isswprod.lbl.gov/survey/default.asp?ldap=1&sid=1912>

A small number of people we cannot identify have in fact already taken the survey but as a result of a bug in the survey program (now fixed) their username was not recorded but their responses were. This would have happened if you were interrupted while taking the survey and your response was open for longer than 30 minutes. If you are one of these people, please let us know and we will remove you from the list of those who have not yet responded.

To respond to a few questions on this, your LDAP username is used to track whether you have responded so that we can generate reminders such as this. Your identity, however, is not associated with your response, so be assured your input is provided to the team anonymously. If you would like us to contact you about your response, however, please add your name and contact information the comments section.

We appreciate your quick response ? we need to get as close as we can to 100% response no later than Friday, January 13.

Thank you in advance.

The Workstation Team

Example of Final Reminder

(January 12,2005)

Sent on behalf of Jeffrey A. Fernandez:

Recently I asked you to take a few minutes to complete a survey for the Workstation Standardization Initiative and the majority of OCFO staff have complied. As of today, you have not responded. The deadline for completion of this task is Friday, January 13th. Please make the time to take this simple survey at

<http://isswprod.lbl.gov/survey/default.asp?ldap=1&sid=1912>, it only takes a few minutes.

Thank you!

Appendix B: On-Line Survey



WSC User Survey FY05

This survey will provide the Workstation Standardization and Centralization team (WSC) with data needed to measure the outcome of the project, such as changes in the Total Cost of Ownership of workstations over time; and levels of satisfaction. Your input is vital to the project. The survey is expected to take you between 6 and 10 minutes to complete. Please answer all 21 questions. Your login will be used only to determine whether you have completed the survey. It will not be associated with your individual responses.

Directions:

As you complete this survey, please base your responses on your experience using a computer for LBNL work during FY05 and not on more recent changes.

If you are a computer or application support person, please answer based on your experience as a user of the desktop and/or laptop you use for general tasks such as checking email, preparing documents or spreadsheets etc., not on the use of computers you use for providing support.

The survey is divided into 5 sections. At the end of each section there is a box where you can add comments. Please provide any comments that will help us understand your responses better. Please include the question number(s) for reference.

Definitions:

Your **primary computer** is the one you use most frequently for your work. If you have more than one computer for LBNL work, the primary computer would be the one you probably use for tasks such as checking email, scheduling, and preparing documents, spreadsheets or presentations, or using institutional applications such as FMS or HRIS.

Standard PC applications include Microsoft Office, email, calendar etc.

Custom business applications include institutional applications such as HRIS, FMS, Janus, and any special applications for your department or function such as Maximo, Dosimetry, Remedy etc.

A. Workstation Usage

1. What is your primary computer?

- A Windows XP desktop
- A Windows 2000 desktop
- A Windows 98 desktop
- A Windows 95 desktop
- A Mac desktop
- A Linux desktop
- A Unix desktop
- A Windows XP laptop
- A Windows 2000 laptop
- A Windows 98 laptop
- A Mac laptop

2. Which response best describes your work related laptop computer usage?

- I do not use a laptop
- I do not have a laptop assigned to me but I borrow one occasionally for presentations, meetings or for travel
- I use my laptop regularly at various locations at LBNL, and would not need support for off site use
- I sometimes use my laptop from offsite: for part time telecommuting; for working from home off hours; or occasional travel. I do not often need support while working off site
- I use my laptop frequently from many different locations and may require support remotely from a variety of locations
- I am a full-time telecommuter and almost always use my laptop from the same remote location

3. Which response best describes the average number of hours you spent per week using your LBNL computers?

- Less than 5 hours per week
- 5 - 10 hours per week

-
- 11 - 20 hours per week
 - 21 - 30 hours per week
 - More than 30 hours per week

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?

- I do not use a hand held
- I use a Lab owned hand held
- I use a personally owned hand held

5. Which response best describes the handheld Operating System you use for LBNL business?

- I do not use a handheld
- I use a Palm OS handheld
- I use a Windows CE handheld
- I use a handheld with another Operating System

6. Do you synchronize your handheld to any of the following? (check all that apply)

- I do not use a handheld
- Lab calendar
- Lab e-mail
- Personal address book
- None of the above

Workstation Usage Comments

 B. Support

7. Which response best describes who you most often contacted first when you needed support?

-
- The Central Help Desk (xHELP, www.lbl.gov/help, or help@lbl.gov)
 - A local IT support person directly
 - A co-worker
 - No one - I support myself

8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve)?

- None
- Less than 2 hours per month
- 2 - 4 hours per month
- More than 4 and up to 8 hours
- More than 8 hours per month

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

- None
- Less than 4 hours per month
- 4 - 12 hours per month
- More than 12 and up to 20 hours
- More than 20 hours per month

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

- None
- Less than 4 hours per month
- 4 - 12 hours per month
- More than 12 and up to 20 hours
- More than 20 hours per month

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

- None

-
- Less than 4 hours per month
 - 4 - 12 hours per month
 - More than 12 and up to 20 hours
 - More than 20 hours per month

Support Comments

C. Other Time

12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

- None
- Less than 2 hours per month
- 2 - 4 hours per month
- More than 4 and up to 8 hours
- More than 8 hours per month
- No response

13. Which response best describes what you did when you could not use your computer to do your work?

- Work on other tasks
 - Use another computer
 - Wait or go home
 - Do the same task using work-around procedures
-

14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive

- None
- Less than 2 hours per month
- 2 - 4 hours per month
- More than 4 and up to 8 hours
- More than 8 hours per month

15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

- None
- Less than 2 hours per month
- 2 - 4 hours per month
- More than 4 and up to 8 hours
- More than 8 hours per month

Other Time Comments

 D. Training

16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?

- None

-
- Three or more days per year

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?

- None
- Half day per year
- Full day per year
- Two days per year
- Three or more days per year

18. Which response best describes the amount of time you spent last year on training on custom business applications?

- None
- Half day per year
- Full day per year
- Two days per year
- Three or more days per year

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using on-line help?

- None
- Less than 2 hours per month
- 2 - 4 hours per month
- More than 4 and up to 8 hours
- More than 8 hours per month

Training Comments

E Satisfaction

20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?

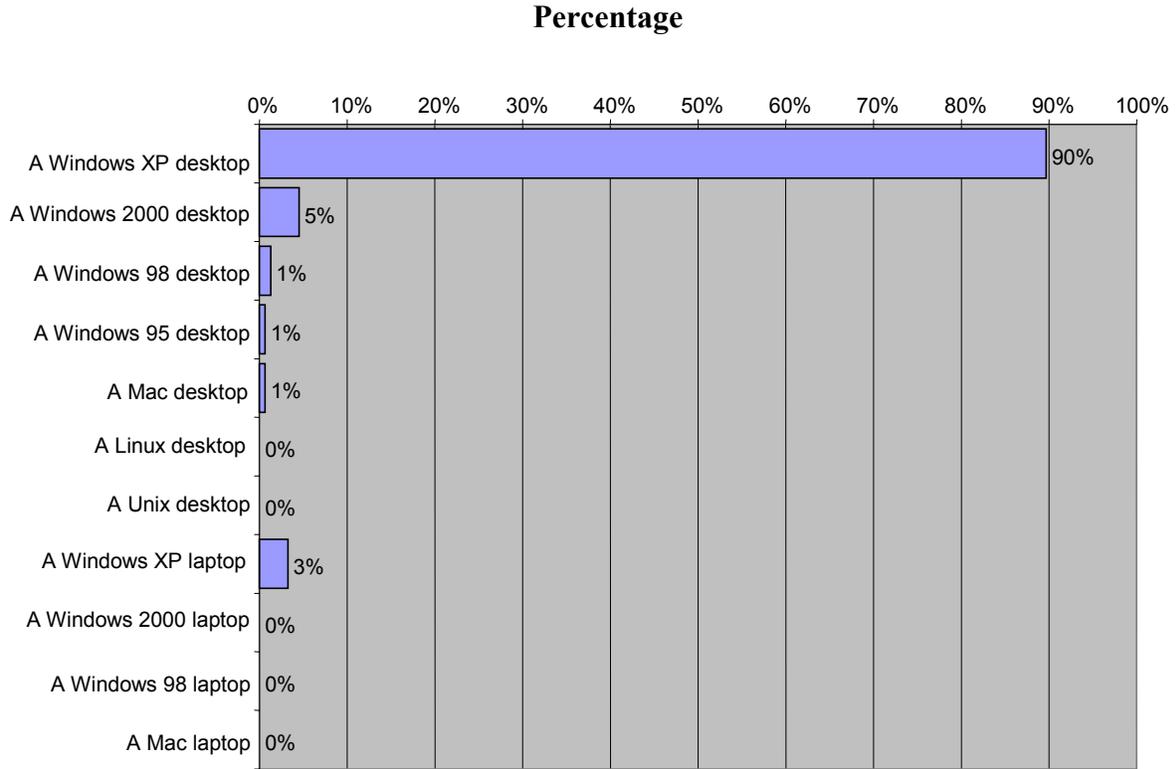
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Satisfaction Comments

Thank you for taking the time to complete this survey!

Appendix C: Chief Financial Office Survey Results

1. What is your primary computer?

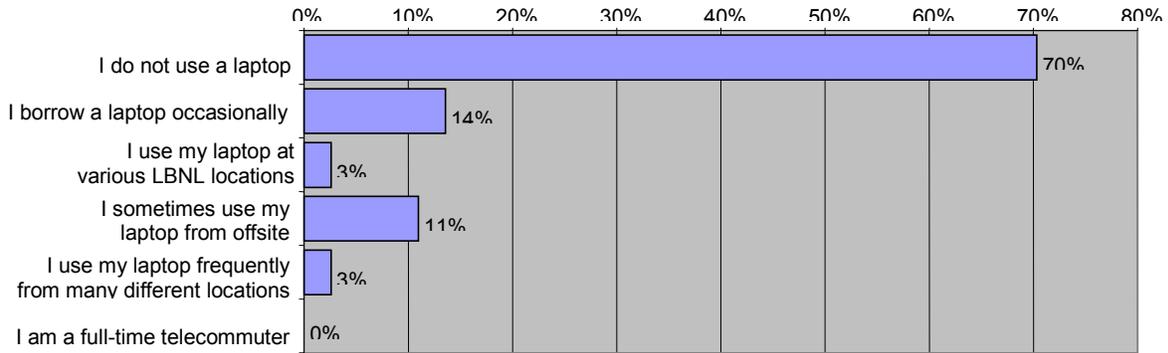


Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
139	7	2	1	1	0	0	5	0	0	0

2. Which response best describes your work related laptop computer usage?

Percentage

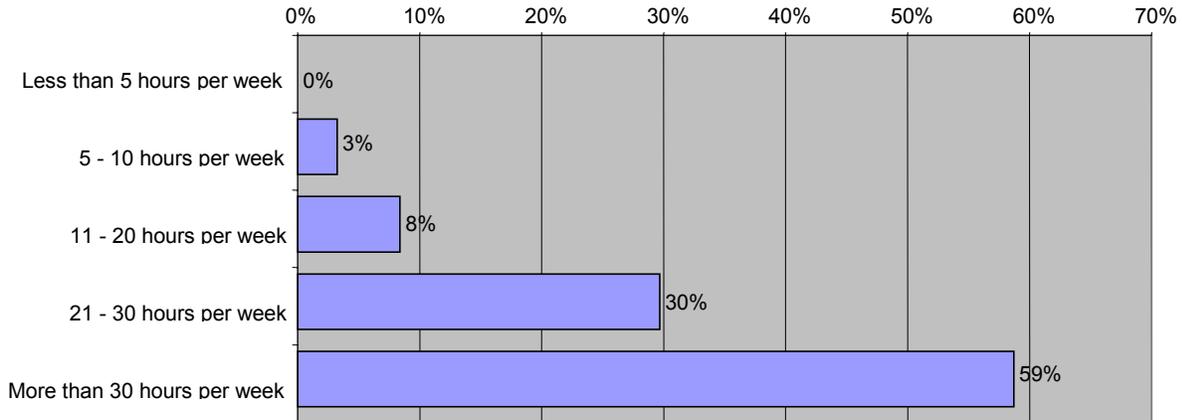


Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
109	21	4	17	4	0

3. Which response best describes the average number of hours you spent per week using your LBNL computers?

Percentage

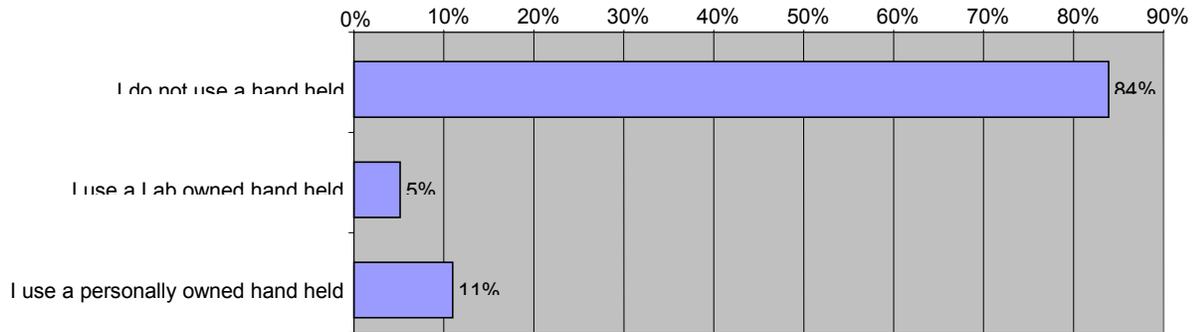


Number of responses

Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
0	5	13	46	91

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?

Percentage

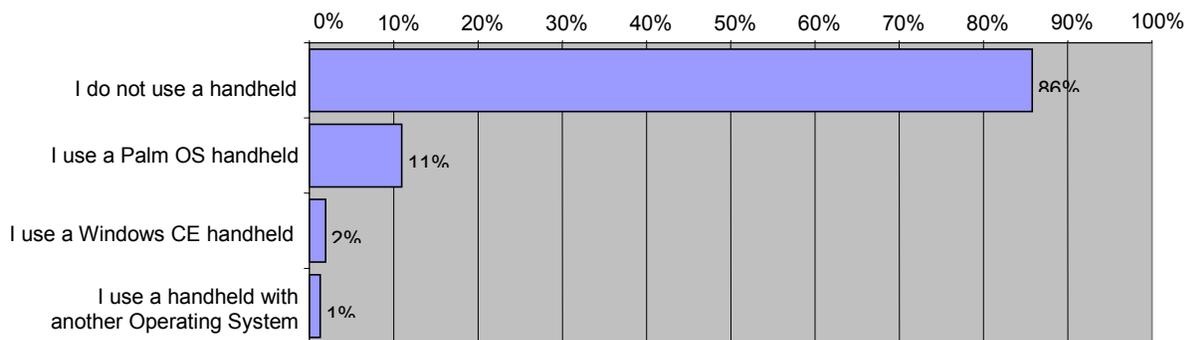


Number of responses

I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
130	8	17

5. Which response best describes the handheld Operating System you use for LBNL business?

Percentage

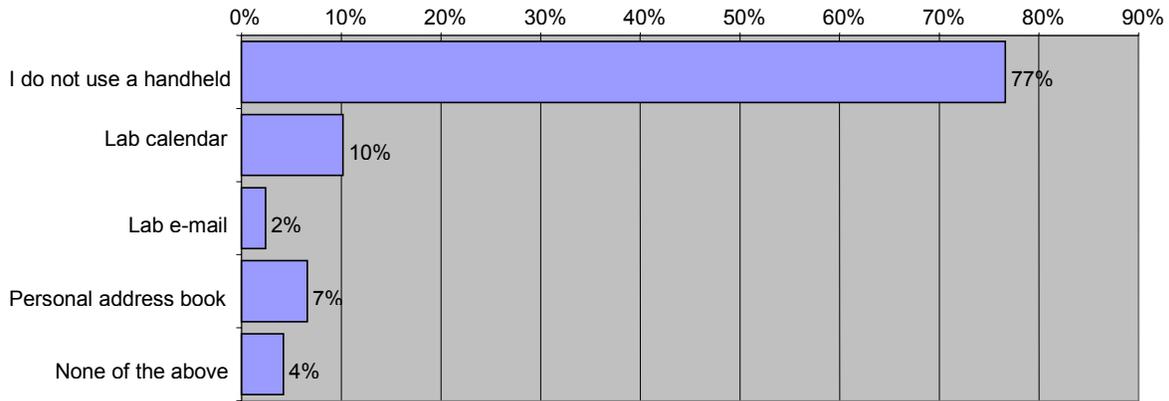


Number of responses

I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
133	17	3	2

6. Do you synchronize your handheld to any of the following? (check all that apply)

Percentage

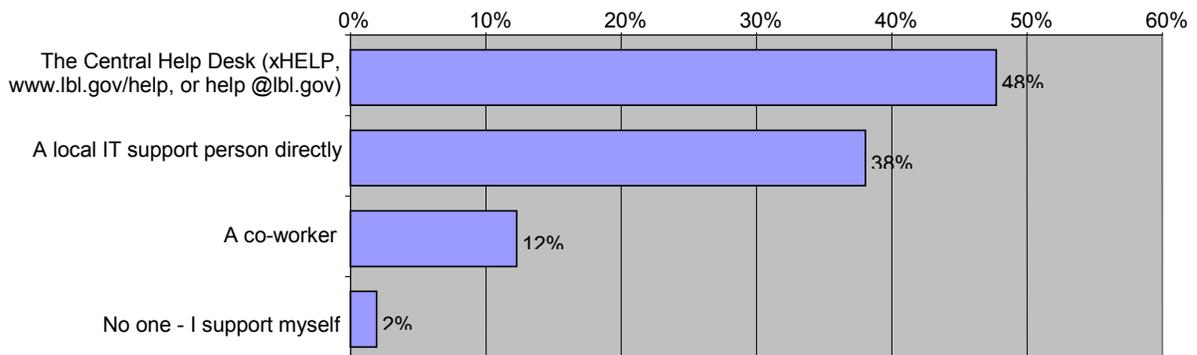


Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
128	17	4	11	7

7. Which response best describes who you most often contacted first when you needed support?

Percentage



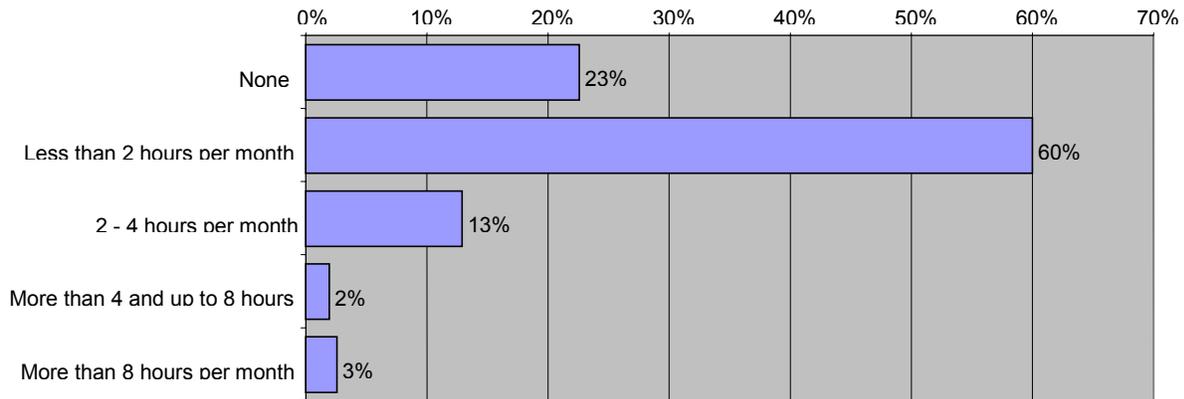
Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself

74	59	19	3
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8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)

Percentage

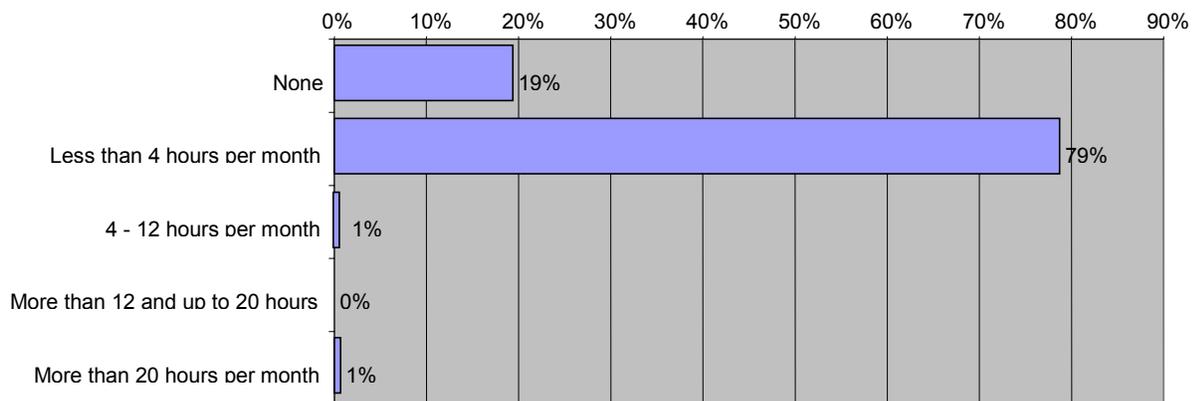


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
35	93	20	3	4

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

Percentage



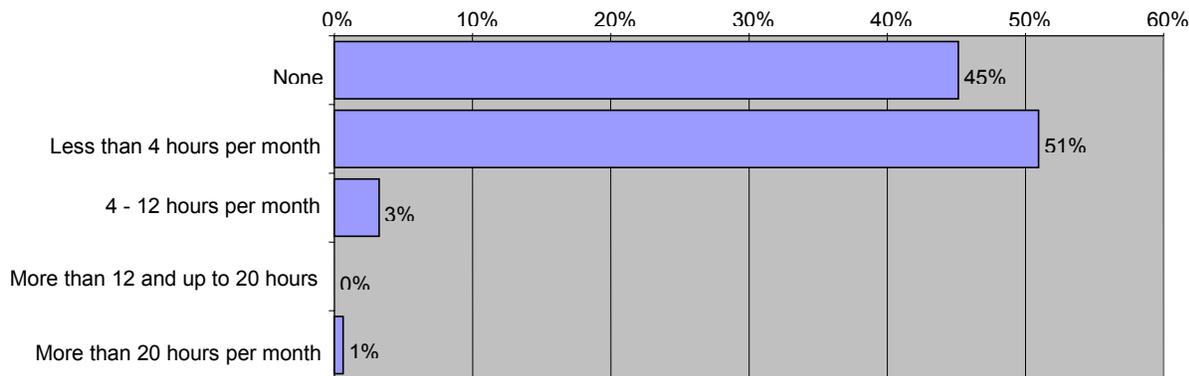
Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month

30	122	2	0	1
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10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

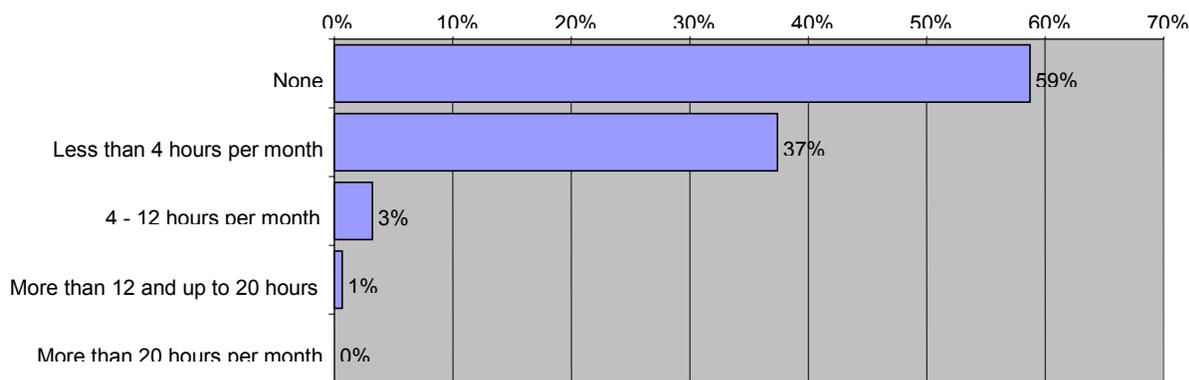


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
70	79	5	0	1

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

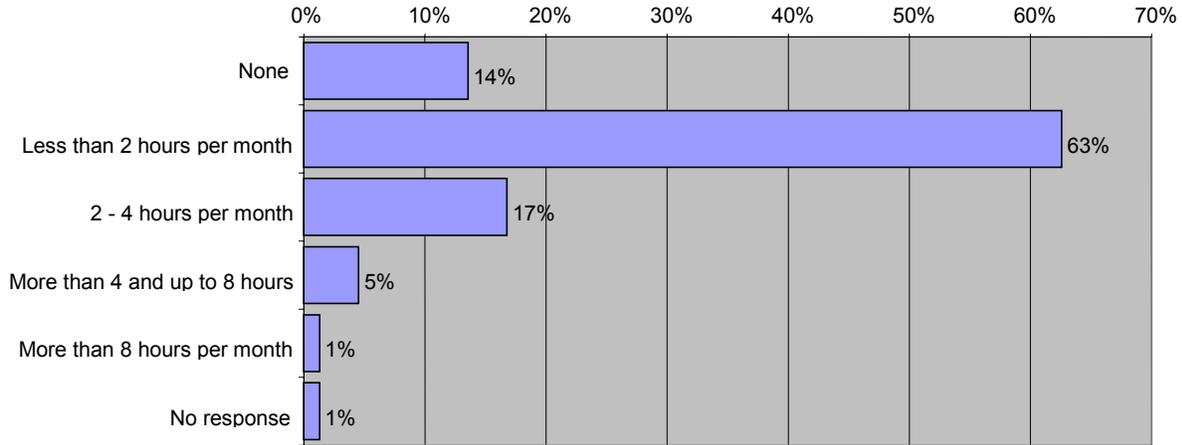


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
91	58	5	1	0

12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

Percentage

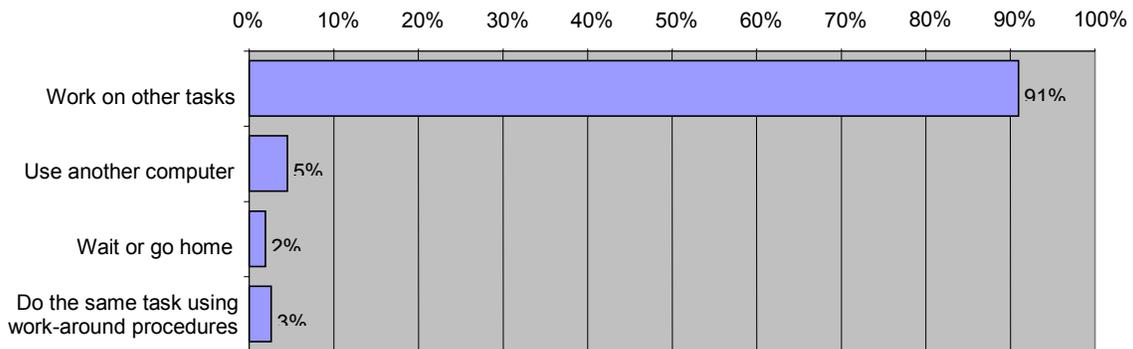


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
21	97	26	7	2	2

13. Which response best describes what you did when you could not use your computer to do your work?

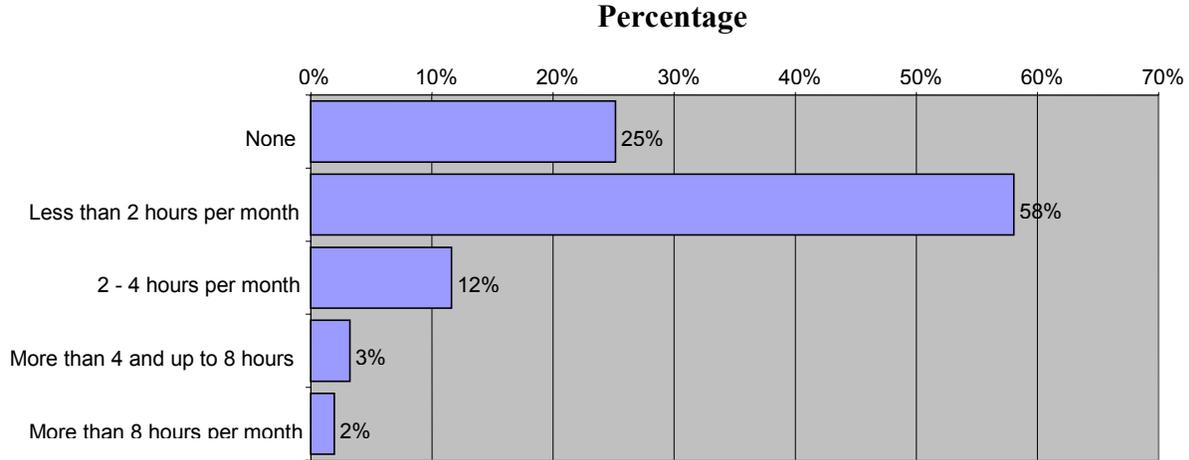
Percentage



Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
141	7	3	4

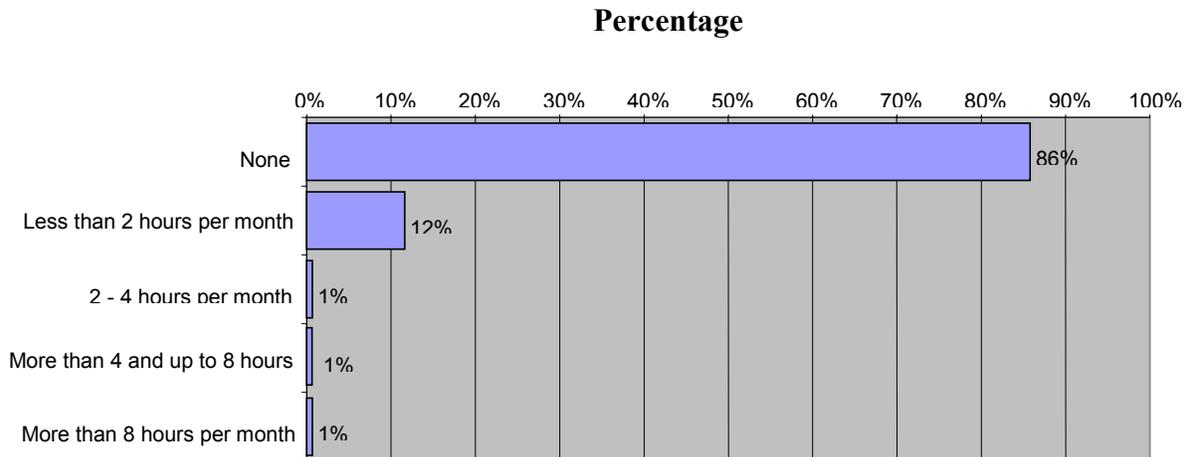
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?



Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
39	90	18	5	3

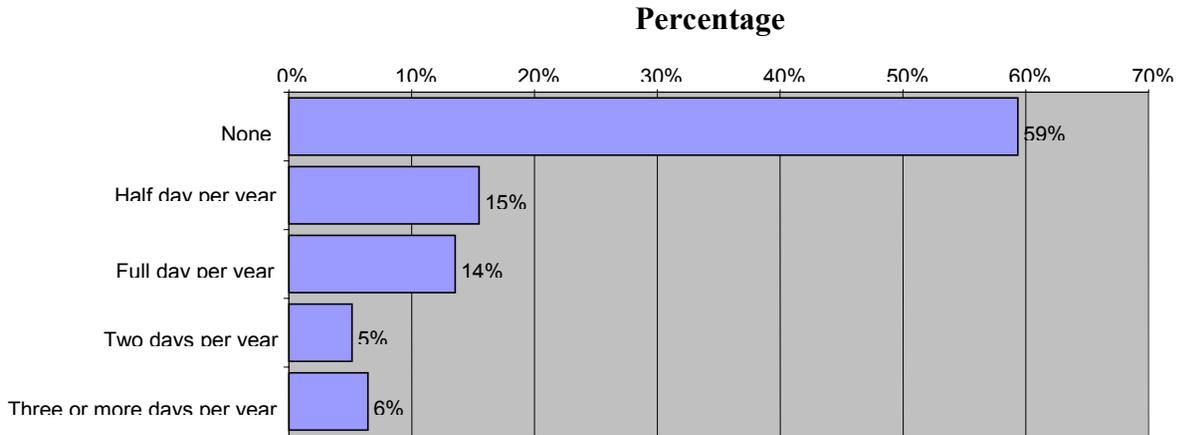
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
133	18	1	2	1

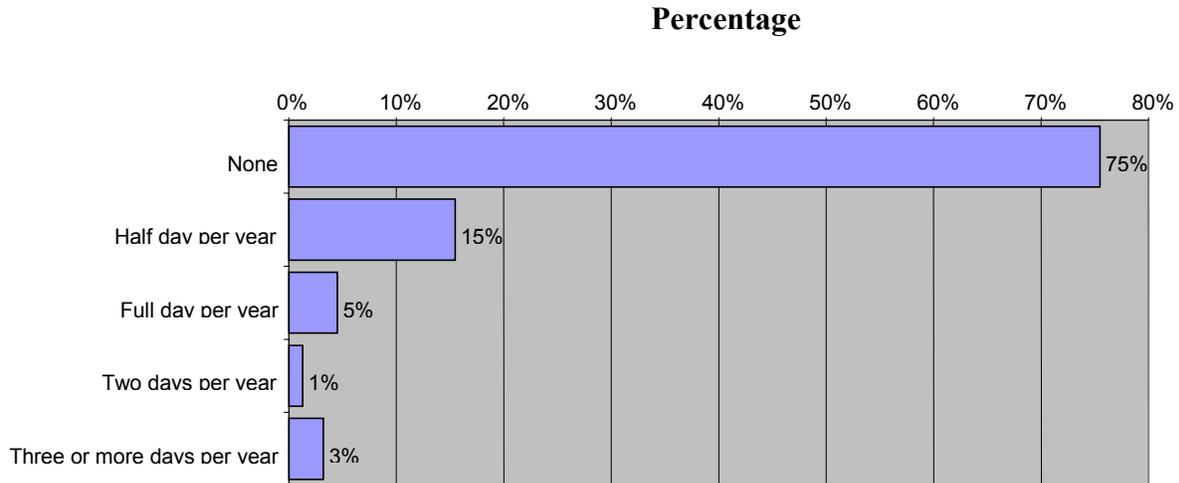
16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
92	24	21	8	10

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?

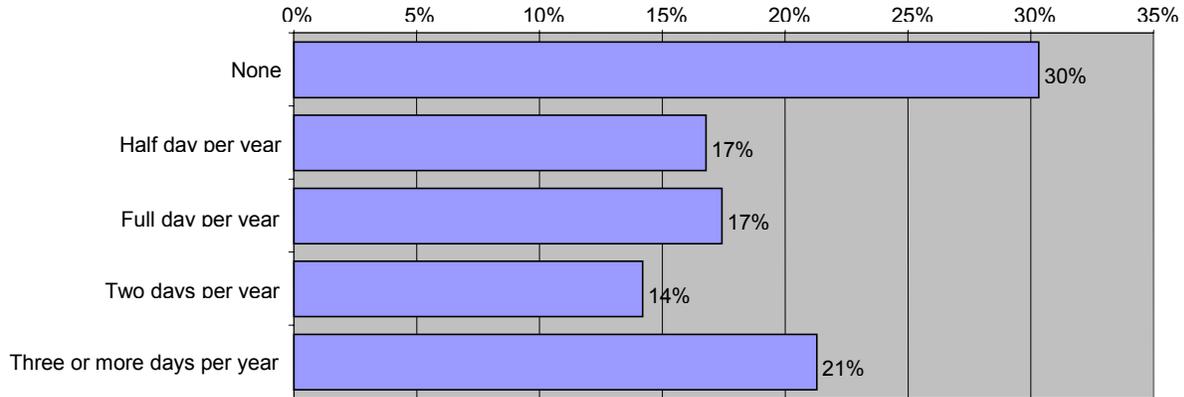


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
117	24	7	2	5

18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

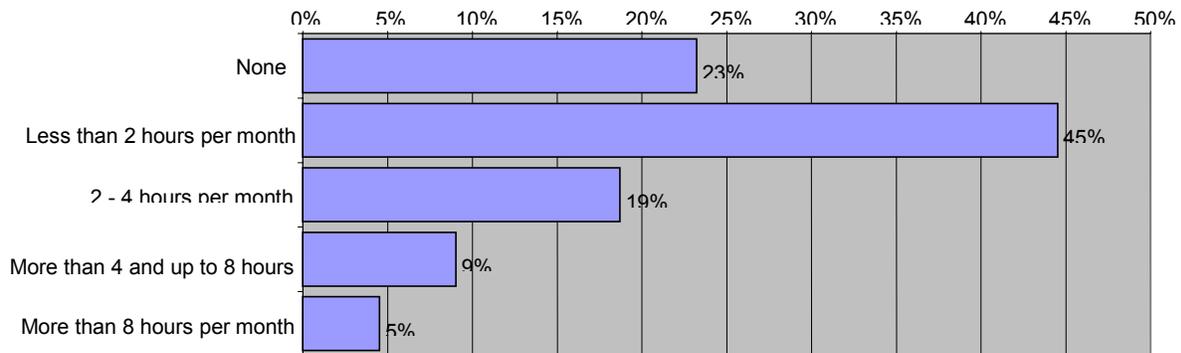


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
47	26	27	22	33

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

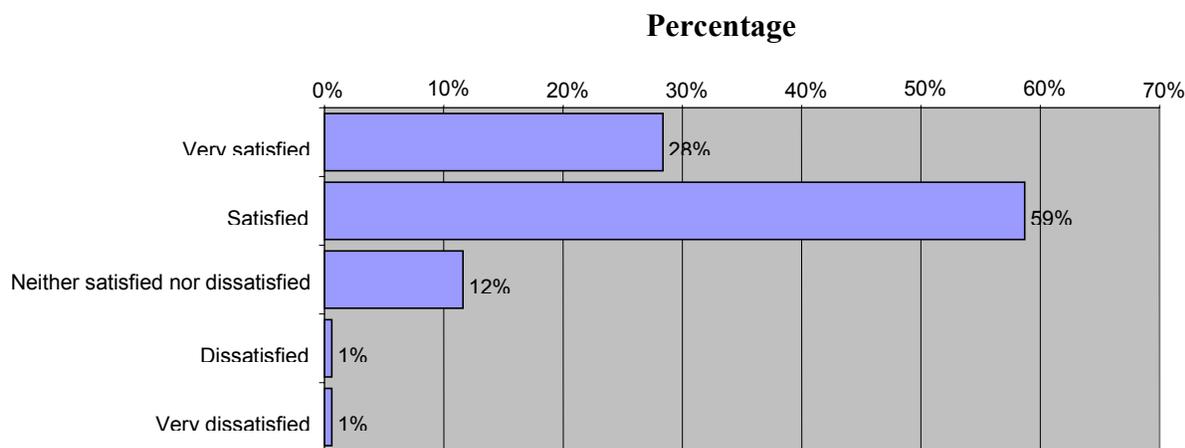
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
36	69	29	14	7

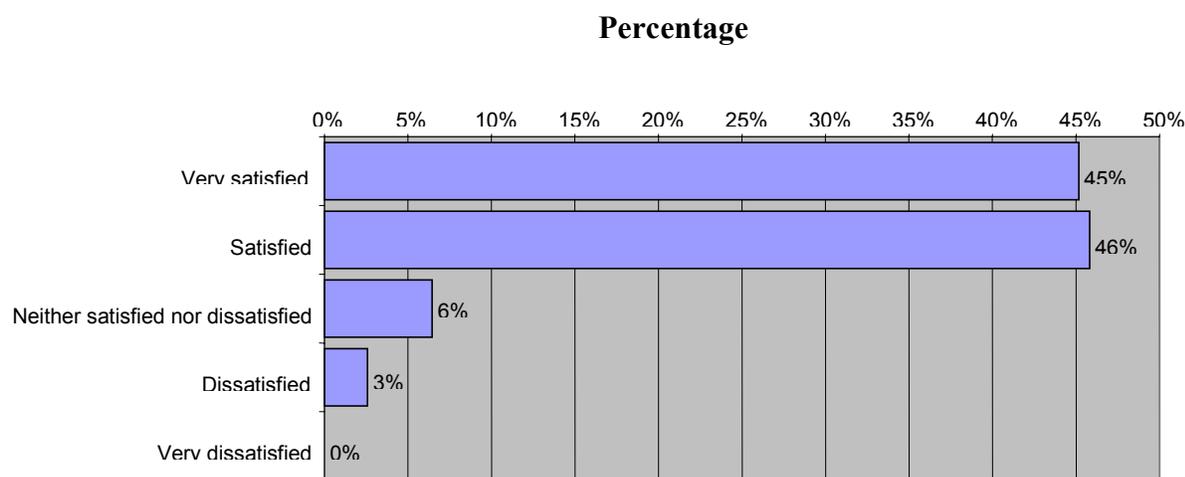
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
44	91	18	1	1

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
70	71	10	4	0

1. Workstations

Issues

- I am much more productive on my MAC and wish the Lab would let us decide how we are more productive and useful rather than dictating which system we must use. Having said that, I realize the goal is to save money so I guess I'm just venting. (CF)
- My computer is often slow in dealing with the amount of data I use for modeling purposes. I do not know if this is related to the size of the machine or the configuration. (CF)
- Comments on item 20: It would help very much if I have a faster computer. According to your schedule, I am due to get a new computer this year (I hope it will be sooner rather than later). Thanks! (CF)
- My system has crashed twice in a relatively short period of time, and I had to use my laptop here at the Lab until IT help (weeks) could re-image my computer--Then, it was not set-up like my previous computer, so I had to do that, too. This always seems to happen when I have important reports due to DOE, so my work is hampered. I was not happy. Also, there seems to be significant delays in my receipt of e-mails. (CF)
- My hard drive failed after less than a year with a new PC, but the support center was prompt in replacing the drive and reloading applications. (CF)
- I would like to be able to synchronize my handheld to my work computer, but have not been able to. (CF)
- I haven't been able to use my handheld because the software is not compatible and it meant double entry. (CF)

2. Support

Positive Feedback

- I contact the central HELP desk and they are generally very professional and knowledgeable. I am thankful for their support when I need it. (CF)
- Help Desk has always been very courteous and helpful. (CF)
- I am fortunate to have a matrixed IT person located on site. (CF)
- Thank you goes to LANOPS! (CF)
- The support center has always been prompt and professional in supporting my requests. (CF)

Issues

- Where I worked previously (for the Government), I was normally interviewed by the IT function, prior to acquisition of computer, to determine my computer resource needs. I was extremely surprised that this did not occur here. (CF)

- Another surprise--I live in Building 937 and recently found out that the IT support people for this Building were moved to another off-site building. As a client, I expected to be informed--ahead of time--of any IT changes that affect my job. (CF)
- Loss production time whenever updates, hardware added or new computer - many times the tech will have to return for areas that are not operating correct. I think this occurs due to the following reasons: No central information is retained for user a station that has special needs due to their work task --for example, the user may have to work in other databases with national labs and DOE. Some of these databases require Internet Explorer. (CF)
- I hope the quality of the Help Desk can continue to be maintained in light of the RIF. (CF)
- I REALLY miss having a local IT support team. The time I spend having to resolve my own issues have already in FY06 has increased since having to use the Help Desk. I miss having access to the support team from FY05. They were experts - professional and quick. Always reliable and I felt personally supported. If I had an urgent need it was always taken care of swiftly. LANOPS was able to address all kinds of peculiar issues that my types of applications can create. (CF)
- It would be nice if the Central help desk was available at 7:00AM when we come in to work. Several times system or business application problems exist before the Help Desk is open at 8:00AM. This would also enable the IT Staff to get a jump on problems. (CF)

3. Training & Documentation

Issues

- Lack of PRP training of others (and me) has negative impact on my work productivity. (CF)

4. Applications

Suggestions

- More application-specific support, such as with PeopleSoft would be nice, although John Speros continues to be an excellent resource on an individual basis. (CF)

Issues

- In procurement I am totally dependent on PRP to complete urgent tasks. Any unavailability delays completion of tasks. (CF)
- I have found PeopleSoft to be added work and not really helpful for our type of contracts, blankets, and term Subcontracts. (CF)
- I wish there were popup blockers letting us know when there are server problems and/or maintenance protocols which oftentimes causes processing delays during closing and/or running queries during month-end. (CF)

- email system could be improved. (CF)

5. WSC Program

Positive Feedback

- Working with our IT support person, we recently standardized all computers for our group - same CPU, same monitor, and same set of software. This has dramatically cut down on the amount of down time (everything is new and works together, that was tested before we got the new computers) and I know will simplify the amount of time our IT support person has to spend solving problems. (CF)

Suggestions

- As the WSC group continues to implement the program, I hope they are looking at individuals with multiple computers assigned both at work and at home and at least a casual assessment of need. The cost to track and maintain multiply assigned computer should be one of the first areas of scrutiny for the group, if in fact cost savings and related efficiencies are their objectives. (CF)

6. Other

Issues

- It seems as if there have been more problems with the network in the last 3 or 4 months. (CF)
- My computer sits atop a 1960's era desk not designed for computer use, which hasn't created any particular problems but isn't ideal. I do have a flat panel monitor - a nice upgrade considering my time on the computer. (CF)
- I need a new tray for my keyboard (CF)

7. Survey

- What is a handheld? (CF)

8. Clarifications

Workstations

- I primarily use a desktop and have an old laptop assigned to me for home use (CF)
- 3. I telecommute two days a week using my home computer. I connect remotely to my LBNL computer. I spend between 11-20 hours/week on my home computer also. (CF)
- I telecommute two days per week. I use my home computer remotely and use that computer between 11-20 hours per week also. (CF)
- I do not use my workstation for the compilation of long documents. Mostly short work and data entry. (CF)

- I do use my personal laptop when traveling or on vacation. I use Win2K and LINUX on it. (CF)
- When and if I do use my personal PALM I would want to synch to Lab calendar and perhaps e-mail. (CF)
- I also synch my personal palm to my address book in Palm, not in Mozilla (the Lab operating system that I use at work). (CF)

Support

- I rely on Dave Edgar's group for support when needed. (CF)
- We used to call 937 Help but now call the Help Desk for network and other problems. (CF)
- Required support is much less than an average of 4 hours per month. (CF)
- Separately, I support a bar code application which requires two applications to be installed on each users PC. (CF)
- I've had only occasional computer problems (like once a virus). (CF)
- Overall comments. I have been with LBNL only since June 2005, which accounts for some of my answers. In addition, my job accomplishment is not dependent on significant computer usage. (CF)
- The sponsored research function at LBNL is about to change where over 50% of proposals will be submitted electronically via online systems (10 so far). I anticipate that the use of computers and their capabilities will increase along with downloading (such as grants.gov) nonstandard programs to submit proposals. (CF)

Time

- I work approximately 45% time. (CF)
- I am working within our group to standardize how we start and save our working files to save time spent maintaining/organizing files. We had a fairly sophisticated shared files system at UCB and had worked out the bugs for this over time. It saved a lot of time and energy once it was not only functioning but was accepted by staff. (CF)
- 14. I used less than 2 hours because it is an occasional task. (CF)

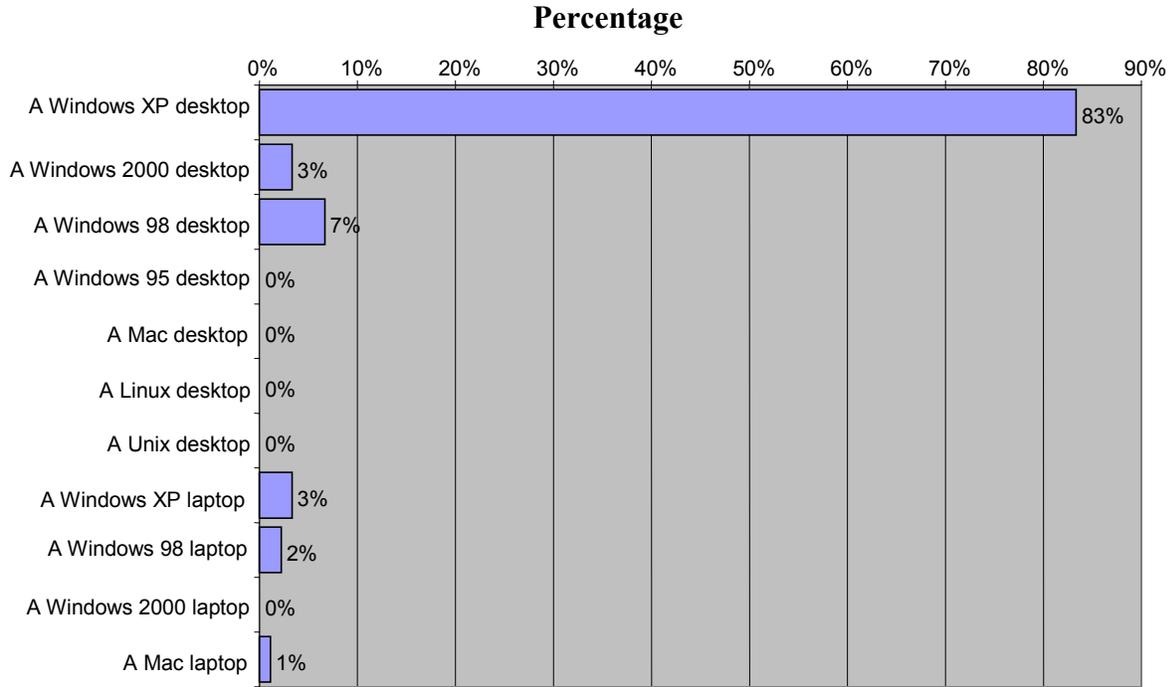
Training

- Training on accounts payable FMS 8.8 upgrade @ bldg. 90 (CF)
- Most of the training I have received during the year has been the sharing of knowledge between me and my coworkers throughout the year both informally and in staff meetings. (CF)
- I am a PeopleSoft user. (CF)
- This is standard for the work we do, proposal preparation is shifting to web based systems, and we need to learn new systems or upgrades to already existing systems constantly. (CF)
- Question 19: Completed before or after normal work hours. (CF)

- We implemented People Soft Upgrade which created some problems and interruptions in the flow of work. (CF)
-

Appendix D: Environmental Health and Safety Survey Results

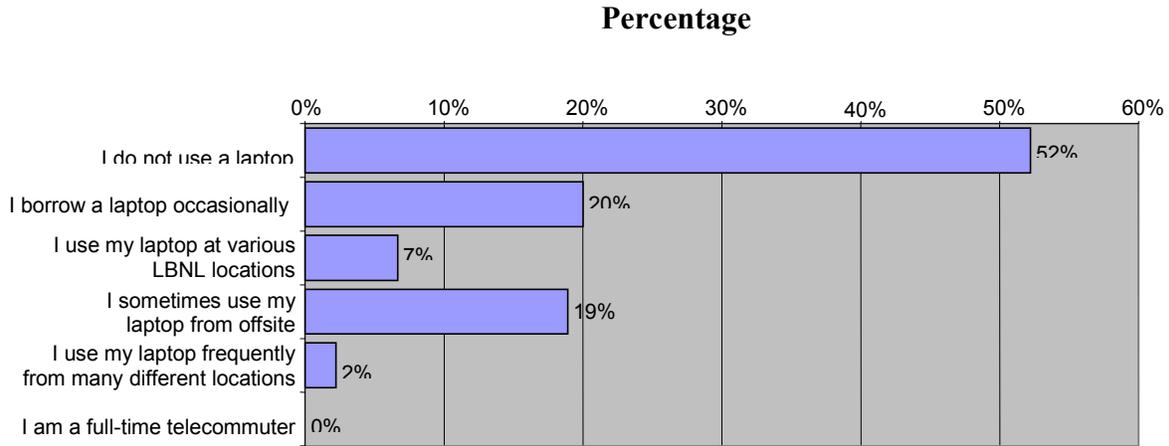
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
75	3	6	0	0	0	0	3	2	0	1

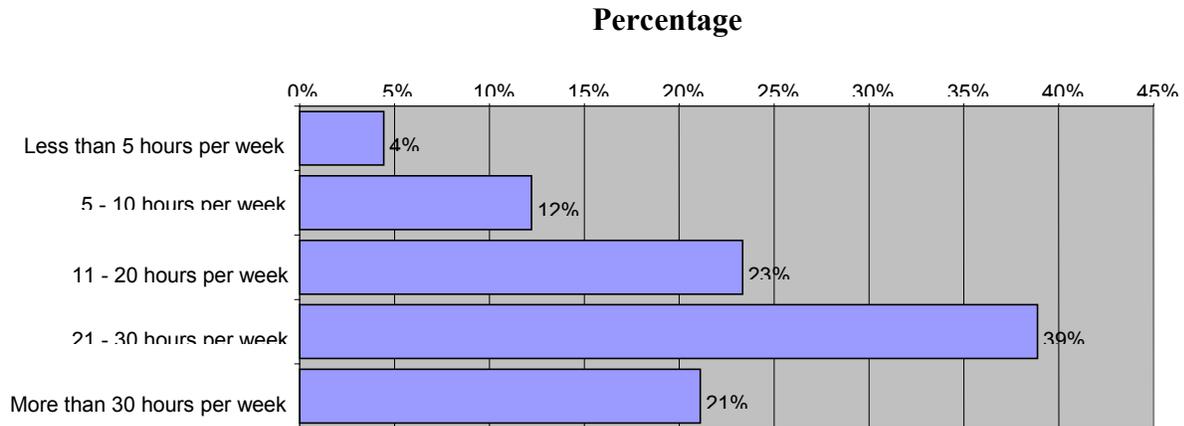
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
47	18	6	17	2	0

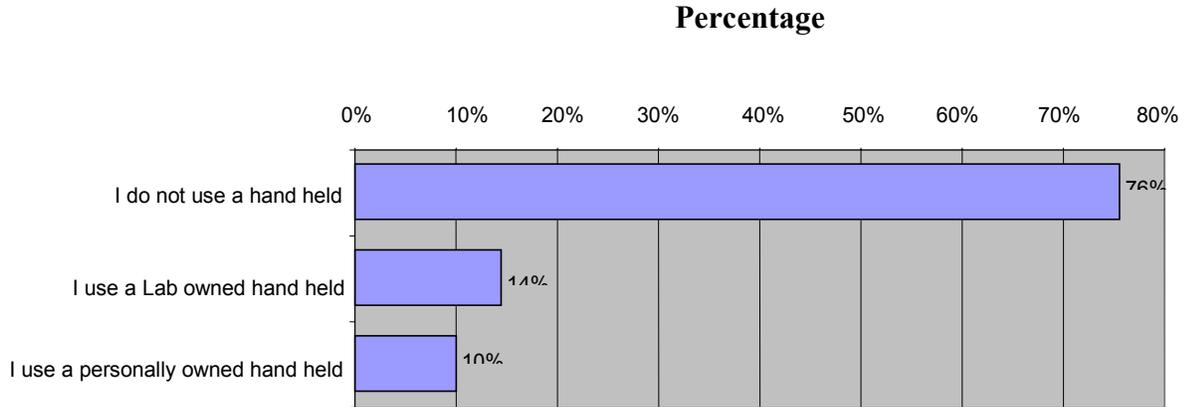
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
4	11	21	35	19

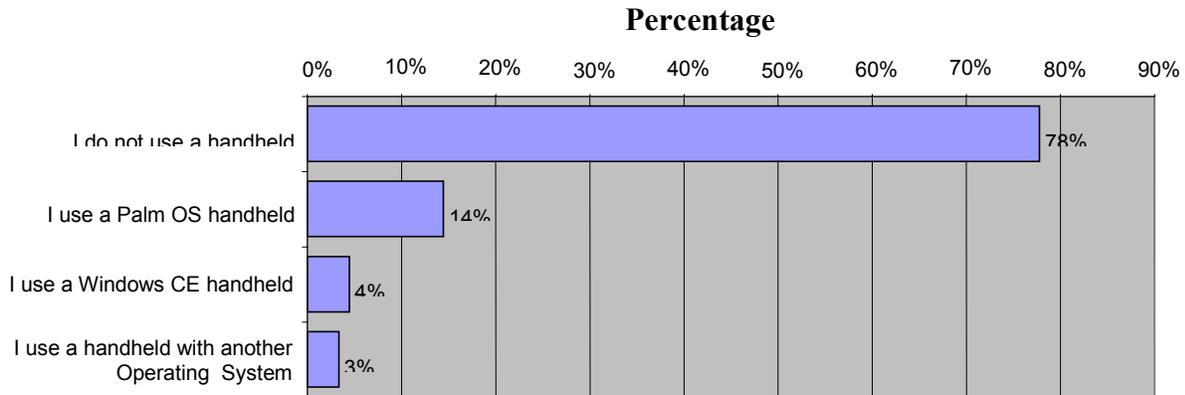
4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



Number of responses

I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
68	13	9

5. Which response best describes the handheld Operating System you use for LBNL business?

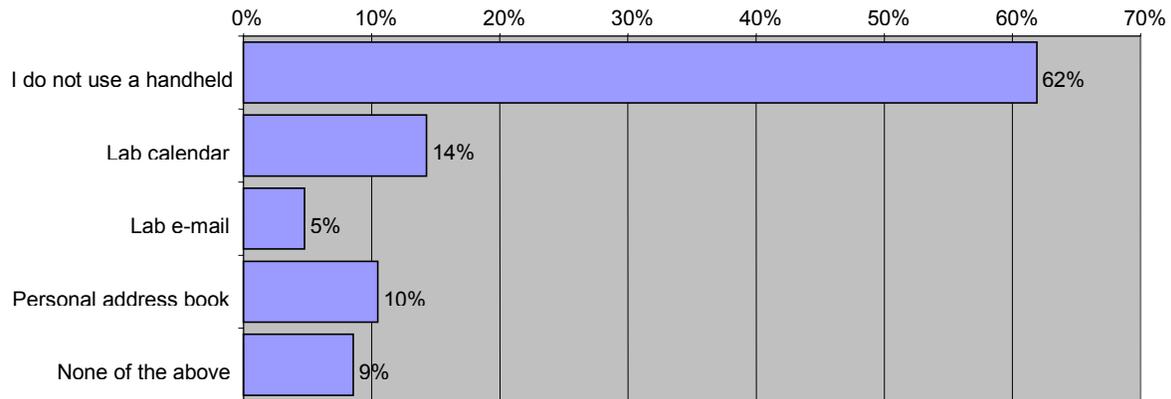


Number of responses

I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
70	13	4	3

6. Do you synchronize your handheld to any of the following? (check all that apply)

Percentage

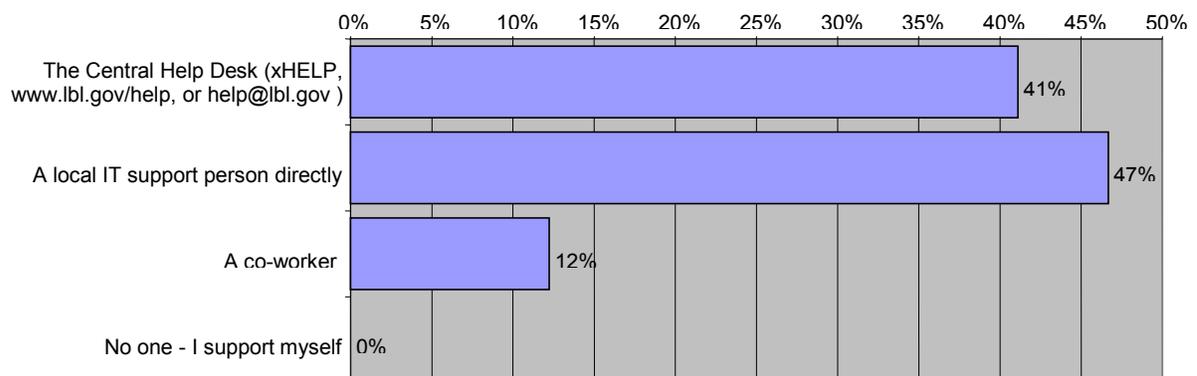


Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
65	15	5	11	9

7. Which response best describes who you most often contacted first when you needed support?

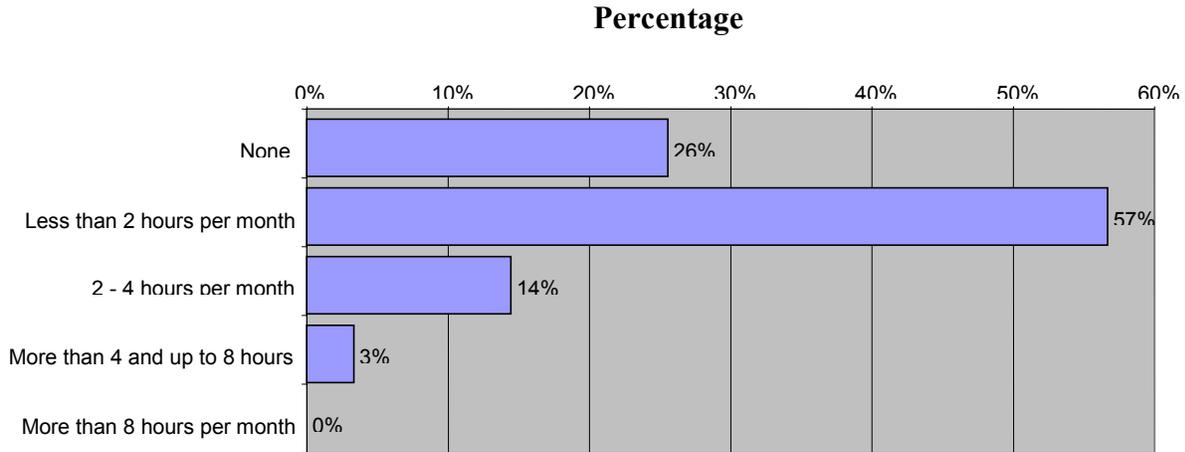
Percentage



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
37	42	11	0

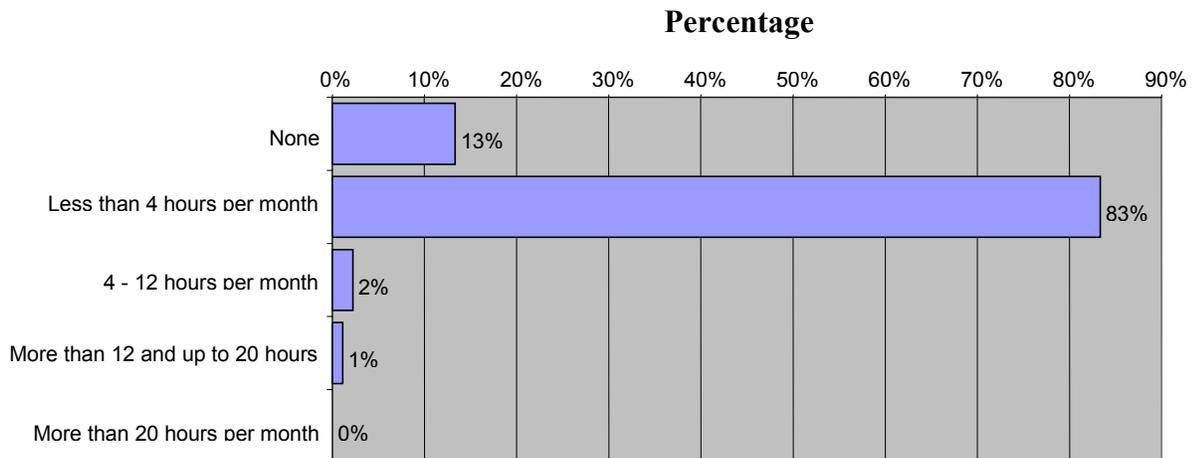
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
23	51	13	3	0

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

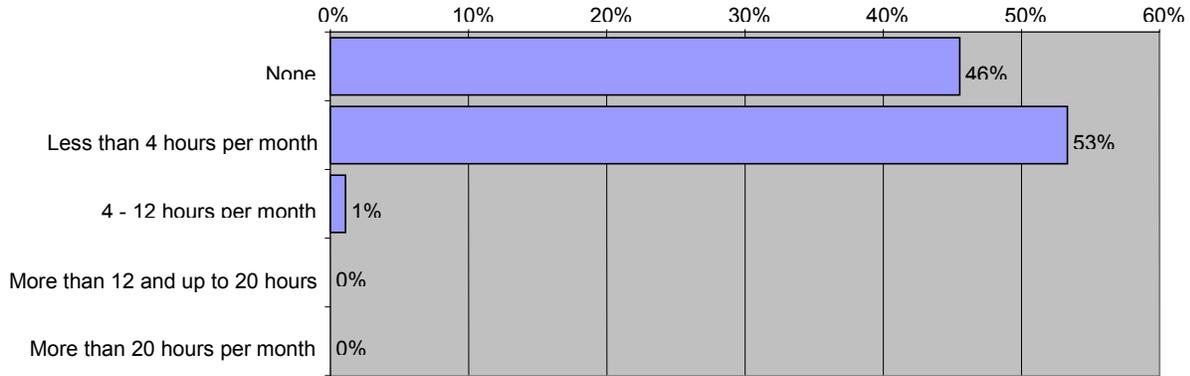


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
12	75	2	1	0

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

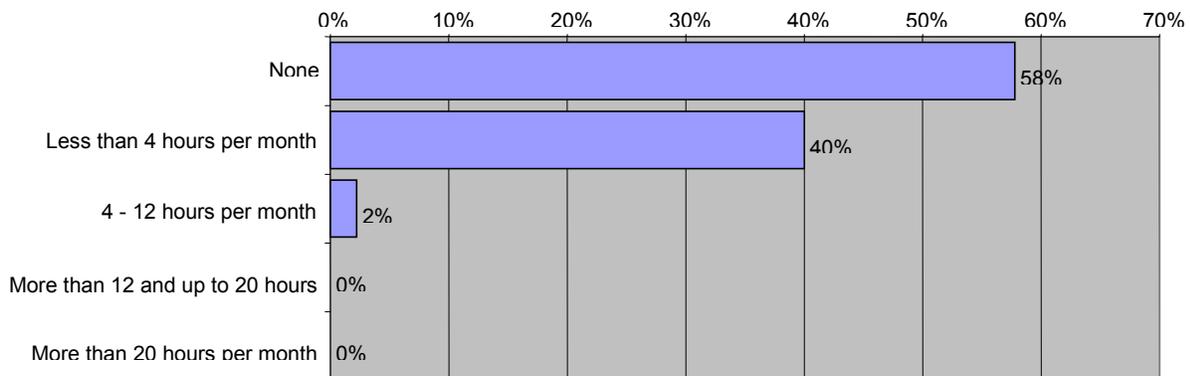


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
41	48	1	0	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

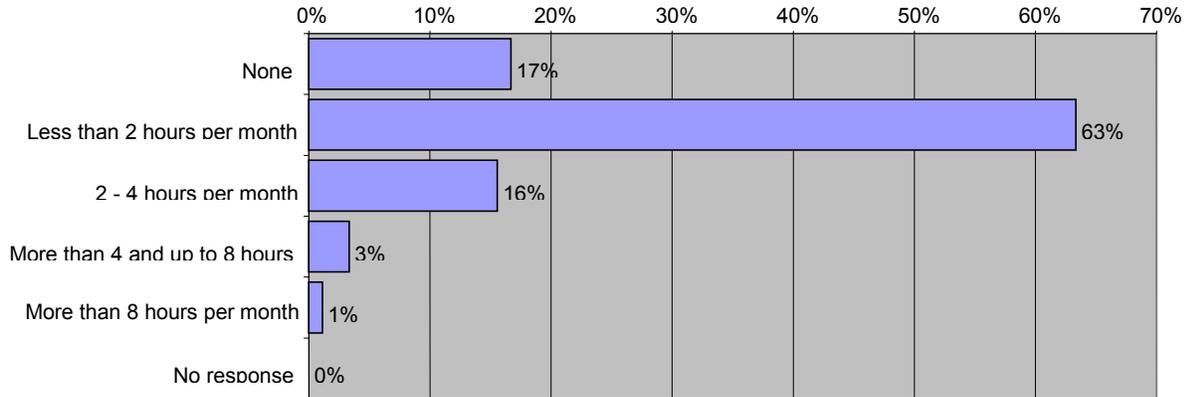


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
52	36	2	0	0

12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

Percentage

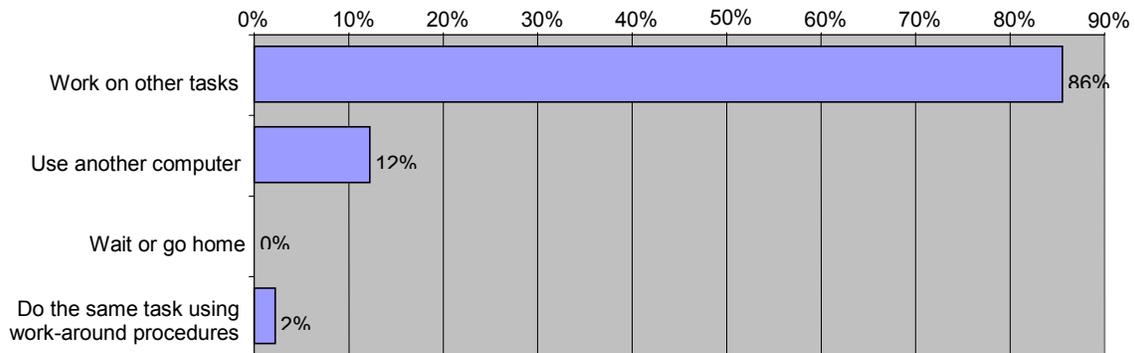


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
15	57	14	3	1	0

13. Which response best describes what you did when you could not use your computer to do your work?

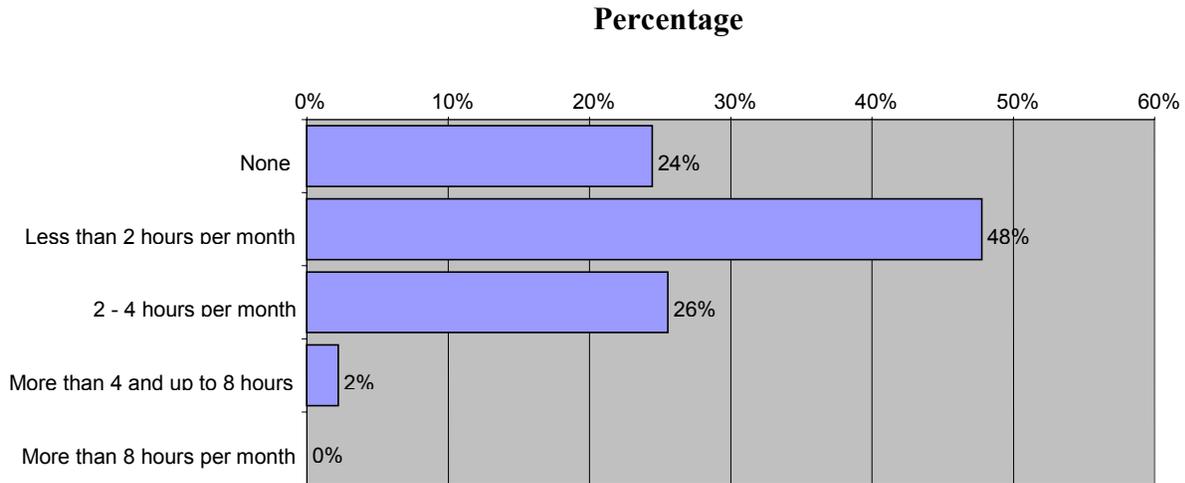
Percentage



Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
77	11	0	2

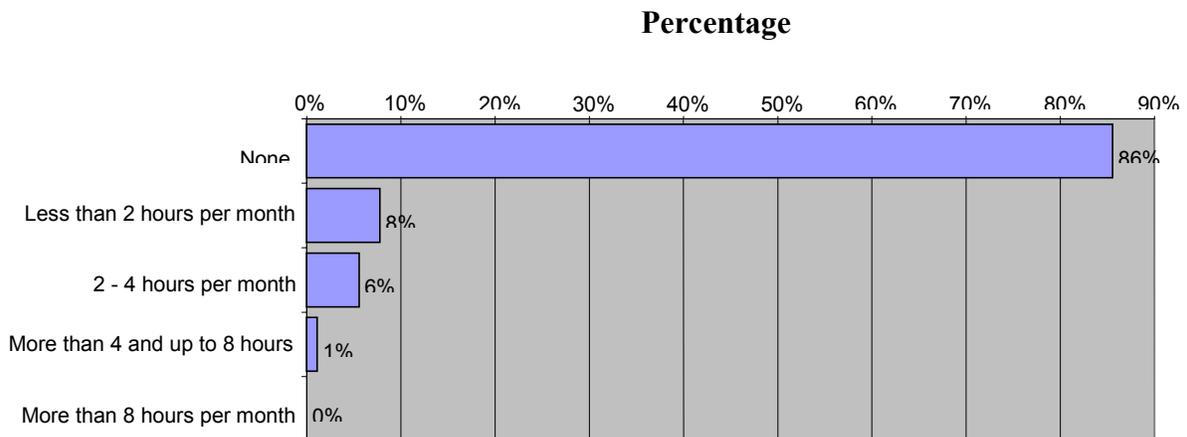
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?



Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
22	43	23	2	0

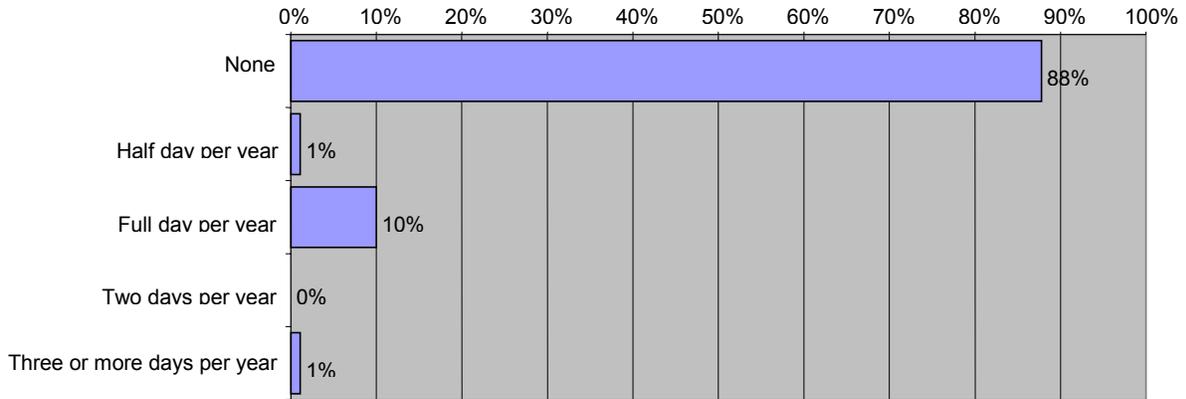
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?



Number of responses

16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?	None	Half day per year	Full day per year	Two days per year	Three or more days per year
	79	1	9	0	1

Percentage

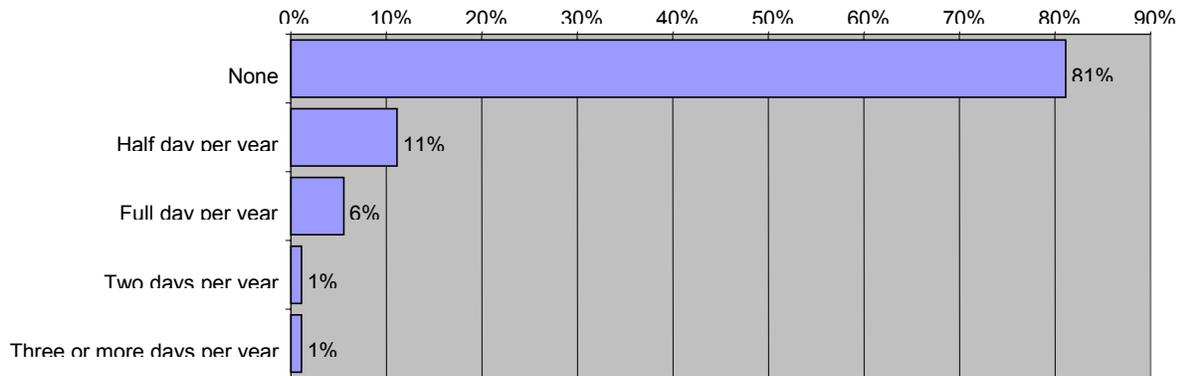


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
79	1	9	0	1

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC

Percentage

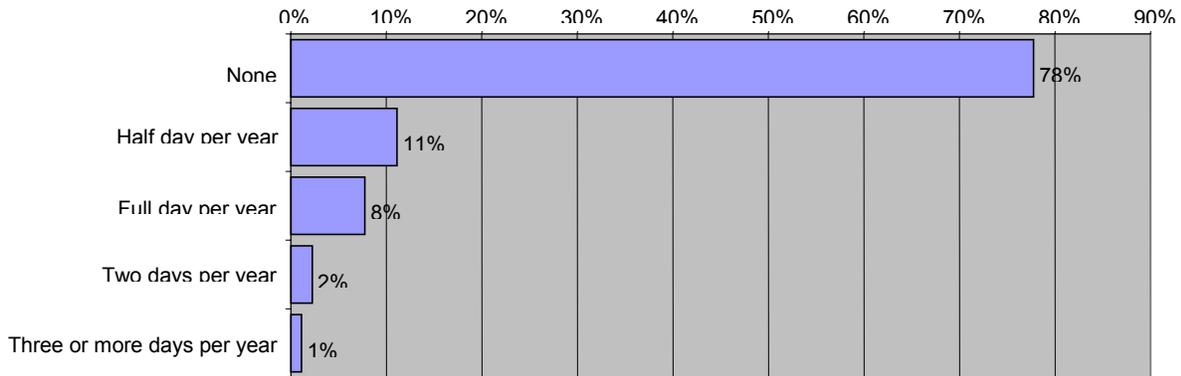


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
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18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

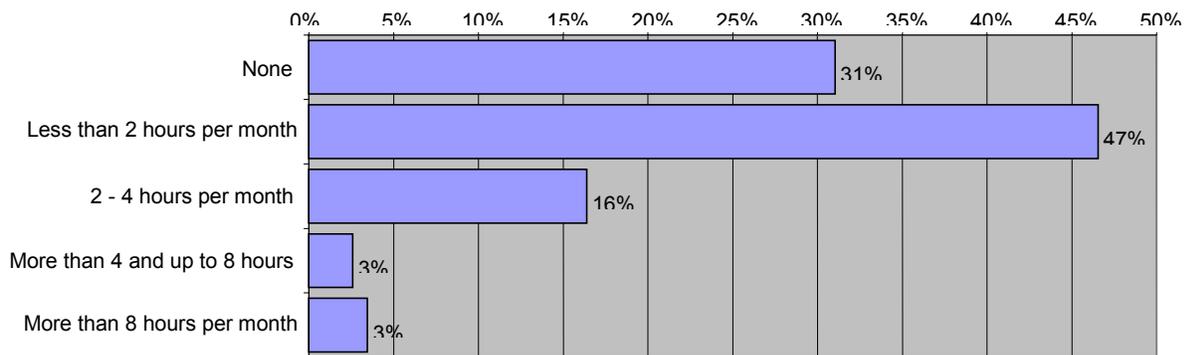


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
70	10	7	2	1

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

Percentage

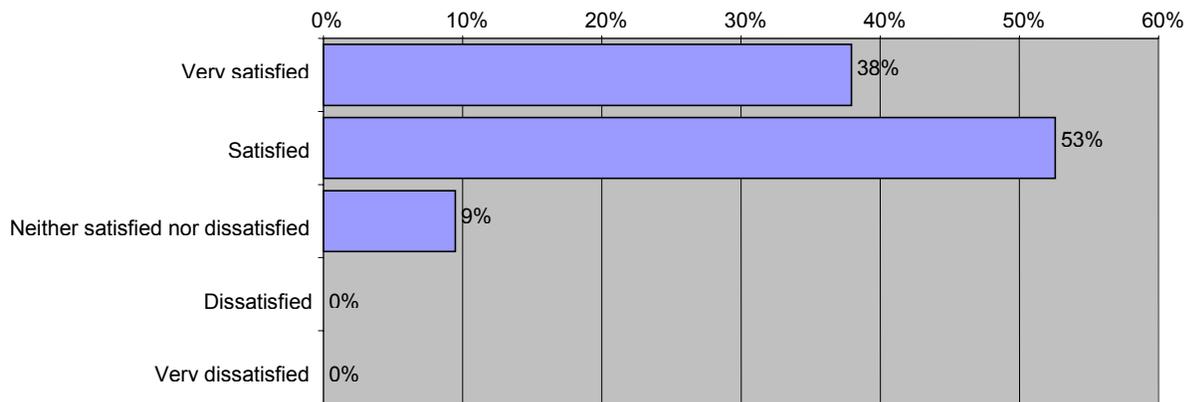


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
36	54	19	3	4

20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?

Percentage

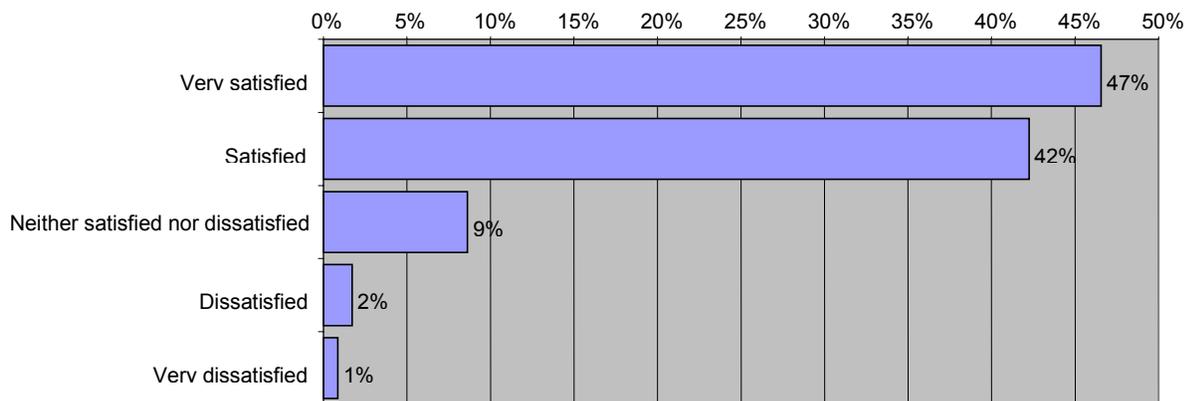


Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
44	61	11	0	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?

Percentage



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
54	49	10	2	1

1. Workstations

Issues

- I have been here 16 months, and my computer worked better when I started then it does now. It seems like every week I am asked to shut down so "updates" can be made. I just got a new computer and it is more confusing than the original, plus I lost TurboCAD and Microsoft photo editor. (EH)
- This past week I had something wrong with my computer and I didn't have a computer for 3 1/2 days. I could have went home cause I did all I could do with out a computer! (EH)
- I've had difficulties synchronizing the address book with the Palm handheld. It often creates multiple entries and in the address book in the Lab email system will always override entries I've made manually instead of synchronizing. (EH)

2. Support

Positive Feedback

- Regarding question 9 - Typically, computer problems I've experienced have been infrequent, and resolved very quickly via the help desk, and on average, less than less than 1 hour per month. (EH)
- I have contacted our division support, Perry Lao, directly. Perry is responsive and competent. (EH)
- Perry's quick responses to my computer problems are INVALUABLE; nothing replaces having a live person face-to-face! (EH)
- I have contacted Perry Lao on many occasions and have had terrific support each and every time. (EH)
- Regarding question 21 - this has all been from Perry Lao. (EH)
- Perry Lao has always been very helpful when I have had problems or concerns with my computer. (EH)
- Again, having an IT Tech in person to solve your problems, ask questions, etc is INVALUABLE and in a timely fashion. (EH)
- LBNL has the best computer support of any organization I have worked with. (EH)
- The help-desk has provided excellent support. When in-the-field computer support is needed (e.g., hardware), Perry Lao has provided excellent support. (EH)
- The help desk and IT personnel have provided excellent customer service in resolving any computer problems, and providing information on general questions or concerns. (EH)

- The IT support personnel are very responsive whenever I need help. The help desk is great as well. (EH)

Issues

- I was surprised to learn that the Help Desk does not refer for investigation ANY attempts to elicit employee's password information through spam. When I received a phishing e-mail purporting to be from the Bank of America, they were after some thought able to refer me so that I could report it, but it was my responsibility. (EH)
- Laptop support is adequate...there are times I am satisfied, there are times I am
- IT support has been great; however I feel we are short on these resources. (EH)

3. Training & Documentation

Suggestions

- This is an area that would help me with Excel and other applications I'm interested in. (EH)

Issues

- I would love to get more training on various applications, but unfortunately was too busy last year to attend any training. I would like to see the on-site computer training school resumed at the Lab. It is much more convenient!! (EH)
- Training could be improved - especially exploiting advanced features of Mozilla email, and Oracle calendar. (EH)
- I think there is a great need for NO COST formal training classes on the standard Microsoft apps (i.e.: WORD, WORD, WORD) (EH)

4. Applications

Suggestions

- Although I am satisfied, I do believe the Lab should thoroughly review the applications it has that are used independently and do not communicate with each other as they should (LETS, Peoplesoft to be exact). (EH)

Issues

- Seem like I spend too much time having to manage emails related to the 100 MB limit and in general related to the amount of emails I receive and send. Would seem like a good business decision for the Lab to implement an email management system lab wide that allows for individual groups, departments, divisions, etc., to manage their emails for record keeping purposes (almost in the same fashion as a database system) so that information is not lost. (EH)

5. WSC Program

Suggestions

- Some software that is required by DOE/EPA regulations is primitive and will only run with old operating systems. I need to maintain an old, secondary computer for this software. Please ensure that such situations are addressed. (EH)

7. Survey

- I would rephrase question 21 as such: Which response best describes your overall level of satisfaction with the support you have received for your desktop computer personnel? (EH)

8. Clarifications

Workstations

- I use my laptop from offsite regularly when working from home off hours; or occasional travel. I may occasionally need support but would bring it to work for support. (EH)
- My workstation was upgraded from Windows 98 to Windows XP at the end of FY05, because a custom business application was upgraded and the upgrade would not function with Win 98. (EH)
- I use my own personal laptop for telecommuting, working off hours at home and occasional travel. (EH)
- My computer time is basically spend using excel with a co-worker but mainly e-mail and memos. (EH)
- I currently am utilizing more than one workstation in our building, one in the office area and one in the work area which is often shared. The answers above apply to both areas. (EH)
- I use shoebox. (EH)
- Synchronize with "ShoeBox" database. (EH)

Support

- Most of the time I spend on computer related issues have to do with IMAP related charges (how to clean up someone server) and WSC-related issues. (EH)
- It is difficult to categorize use of support, in terms of time, since months may go by without any need for support, then several issues may arise at once. (EH)
- I go to the Help Desk when I have password or Novell log on issues. I go directly to my IT Support person when I have programming or hardware issues. (EH)
- Seldom do I call the help desk with problems. When problems/issues occur I contact the local IT support. (EH)
- Regarding questions 9 and 10: These are occasional events and do not necessarily happen every month. (EH)

Time

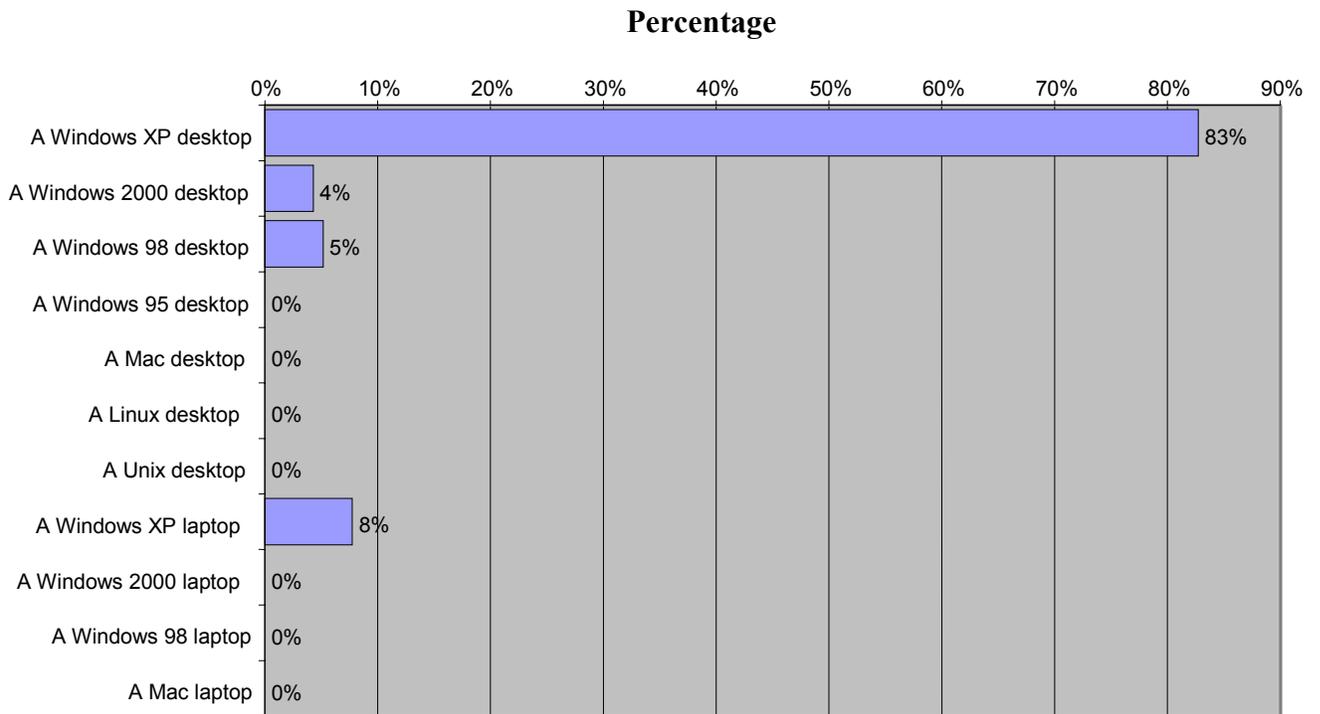
- Regarding question 14 - I backup my computer files on a daily basis. The process takes ~ 5 minutes or less. (EH)
- 12. Last month there was a broken relay in my computer which took half a day to replace, but in general my computer works virtually all the time. (EH)
- Regarding question 12 - None for most months. (EH)
- My answer to #13 is based on what I would do if I HAD lost time (see #12) (EH)
- Excel is the only other application I use when at the laboratory. I'm currently working with the Personal Dosimetry Office using that software and Shoebox in the Hazardous Waste Facility. (EH)

Training

- My work entails testing web based and computer based training applications as well as developing in house applications to use. I spend a lot of time in this area. (EH)
- Regarding question 18 - Learning RADAR while working in Operational Health Physics. (EH)

Appendix E: Facilities Survey Results

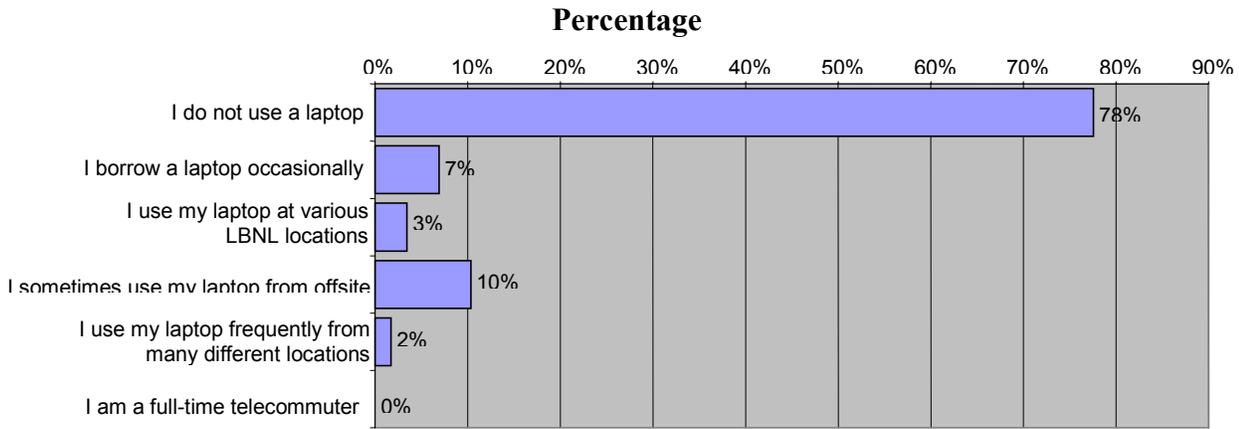
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
96	5	6	0	0	0	0	9	0	0	0

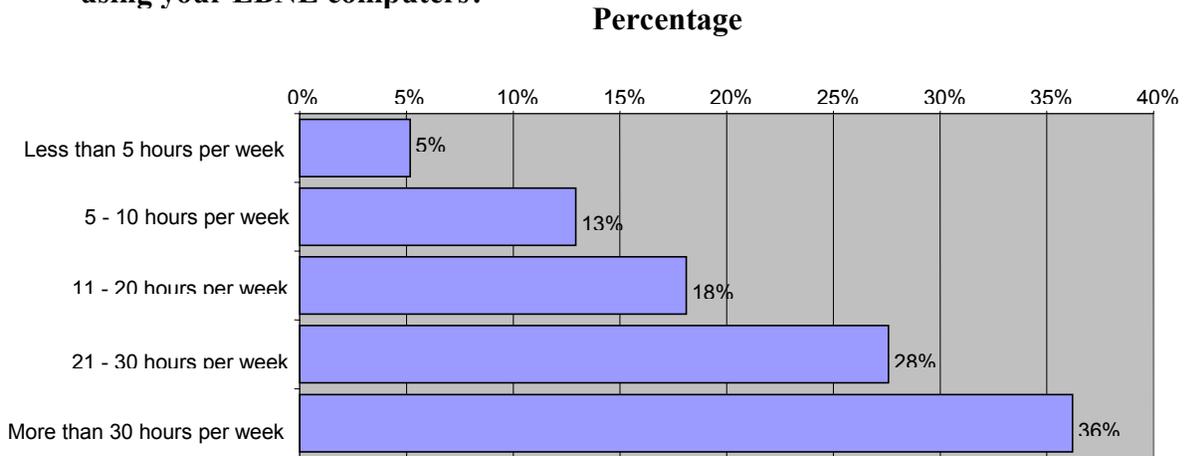
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
90	8	4	12	2	0

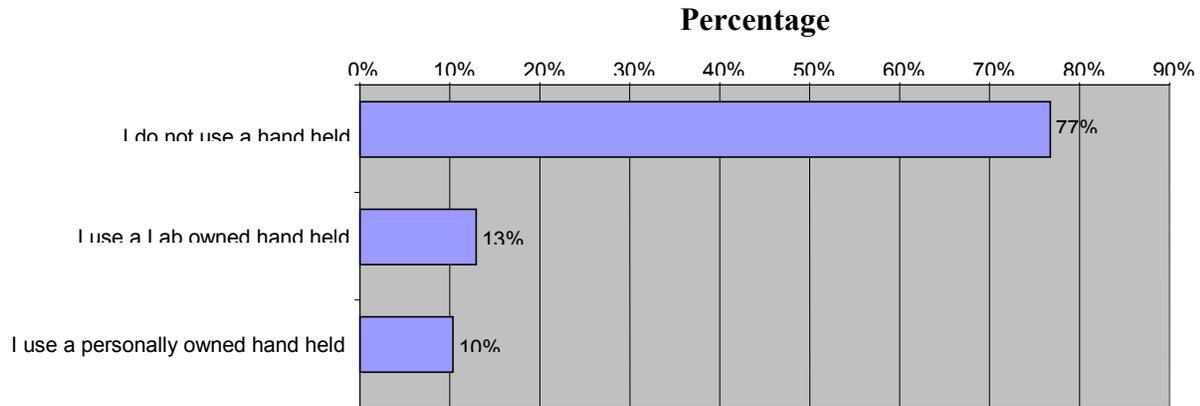
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
6	15	21	32	42

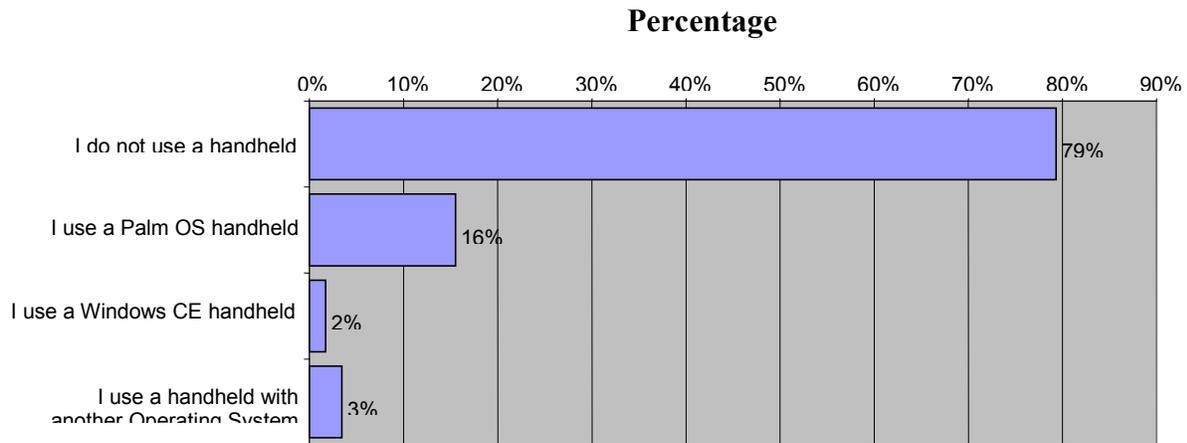
4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



Number of responses

I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
89	15	12

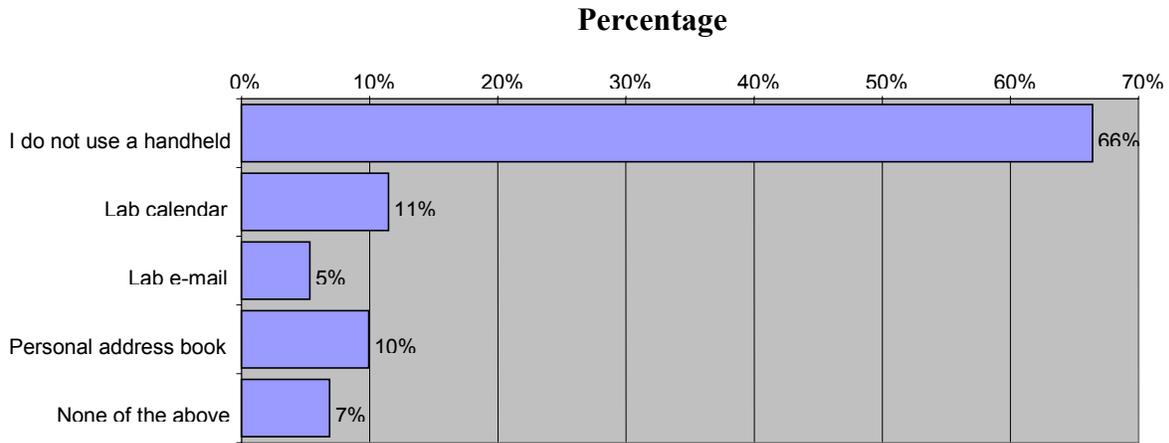
5. Which response best describes the handheld Operating System you use for LBNL business?



Number of responses

I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
92	18	2	4

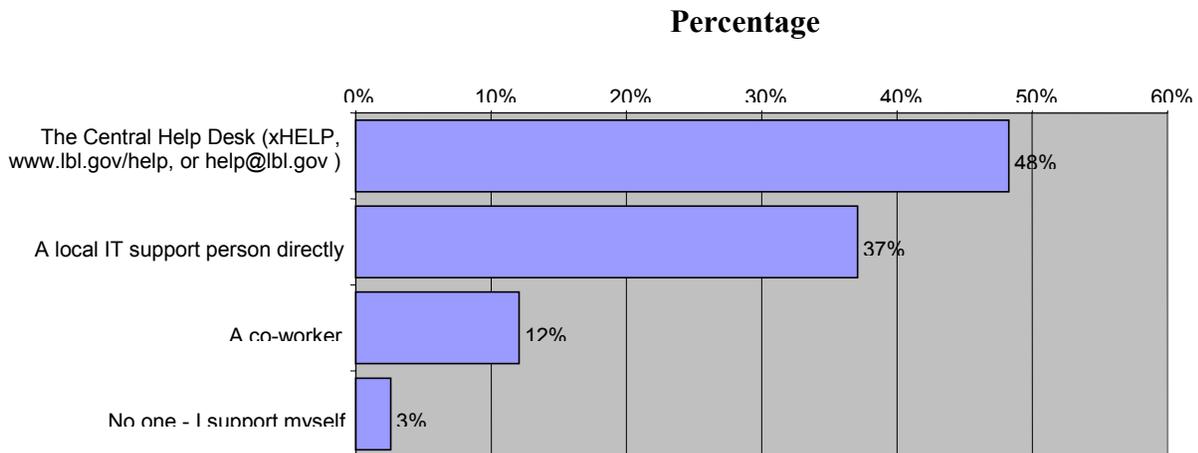
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
87	15	7	13	9

7. Which response best describes who you most often contacted first when you needed support?



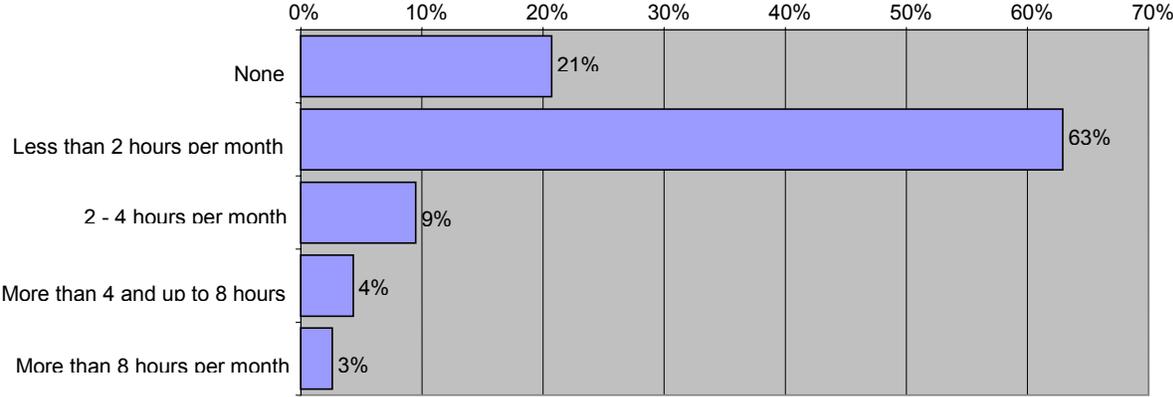
Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
48	37	12	3

56	43	14	3
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8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)

Percentage

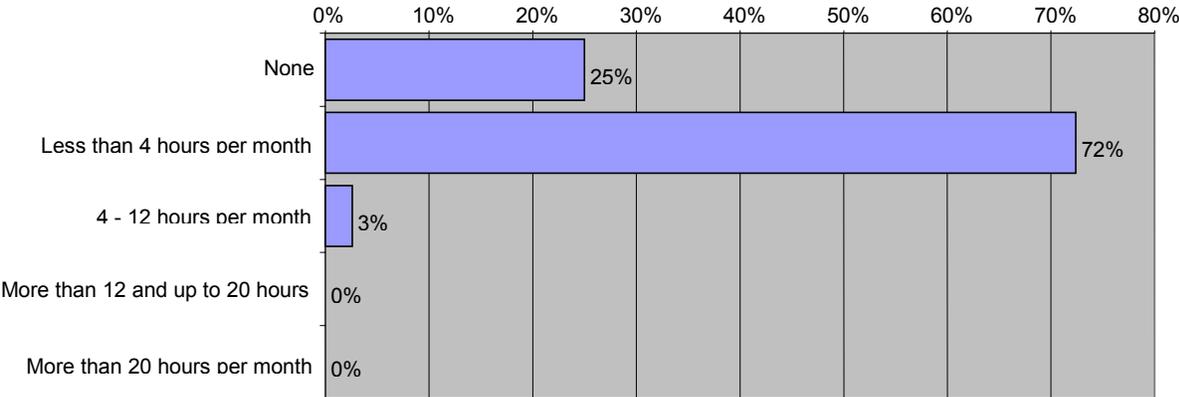


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
24	73	11	5	3

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

Percentage



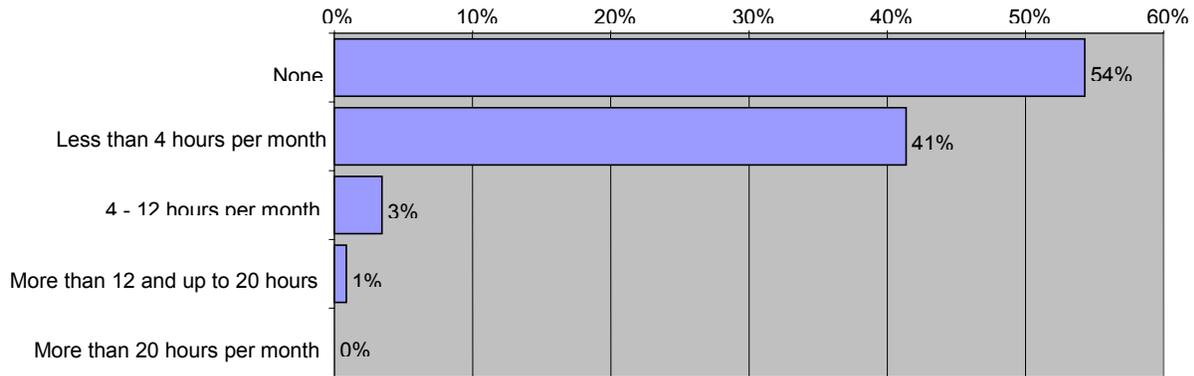
Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month

29	84	3	0	0
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10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

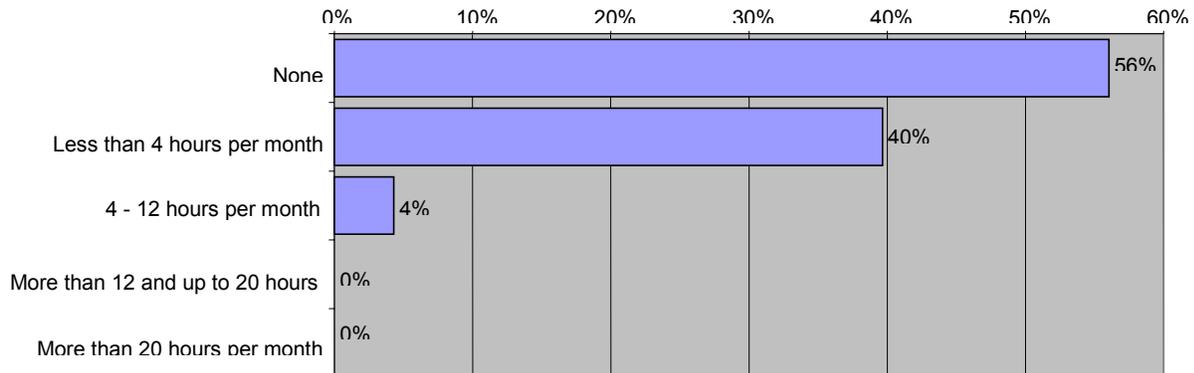


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
63	48	4	1	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

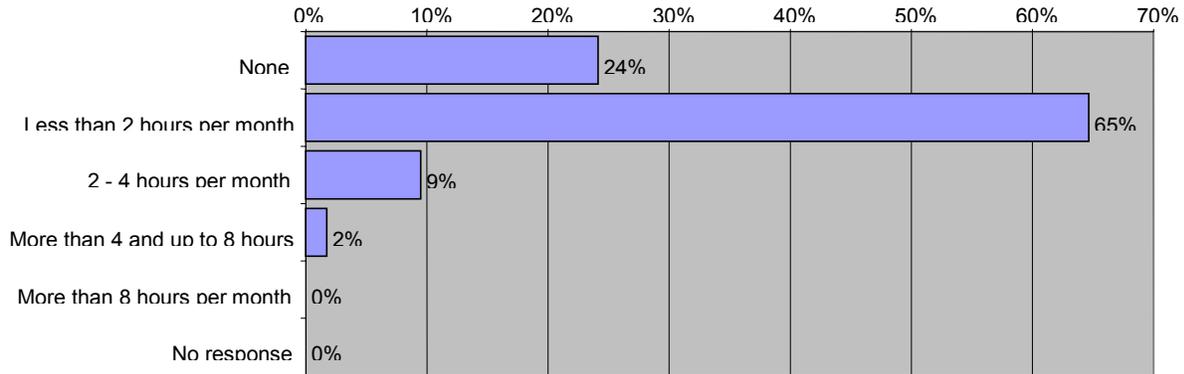


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
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12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

Percentage

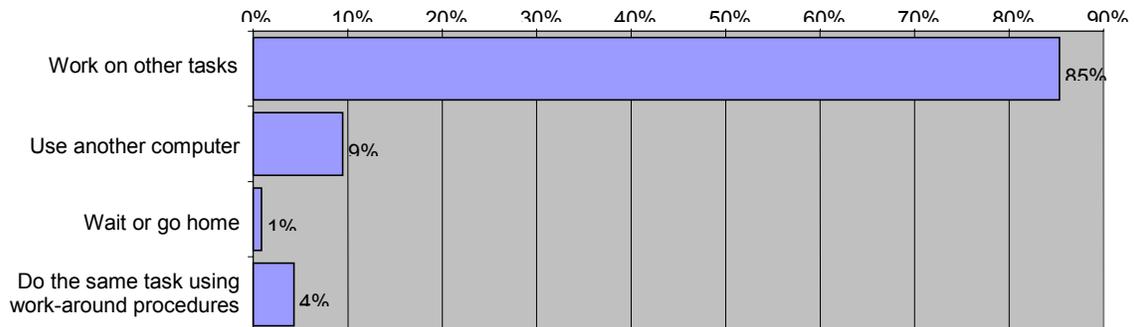


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
28	75	11	2	0	0

13. Which response best describes what you did when you could not use your computer to do your work?

Percentage

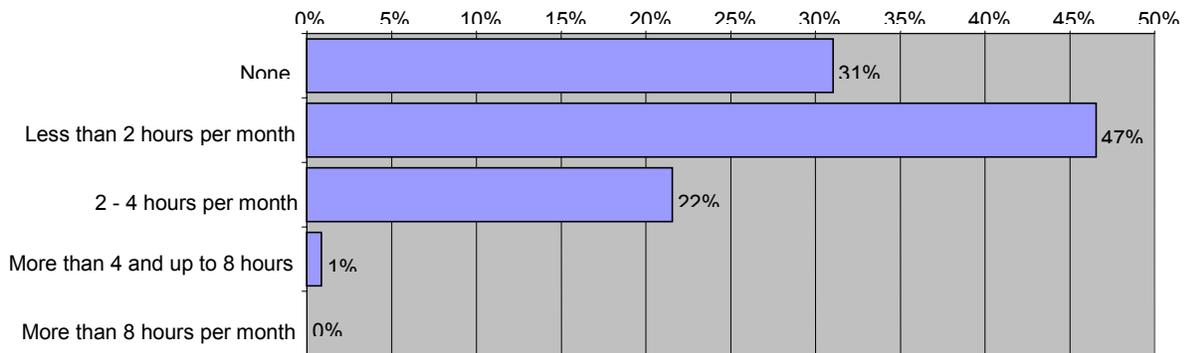


Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
99	11	1	5

14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?

Percentage

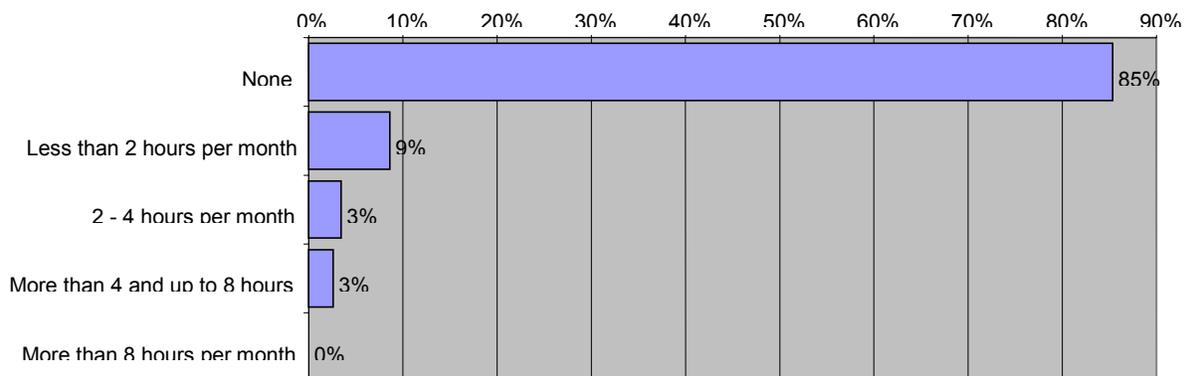


Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
36	54	25	1	0

15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

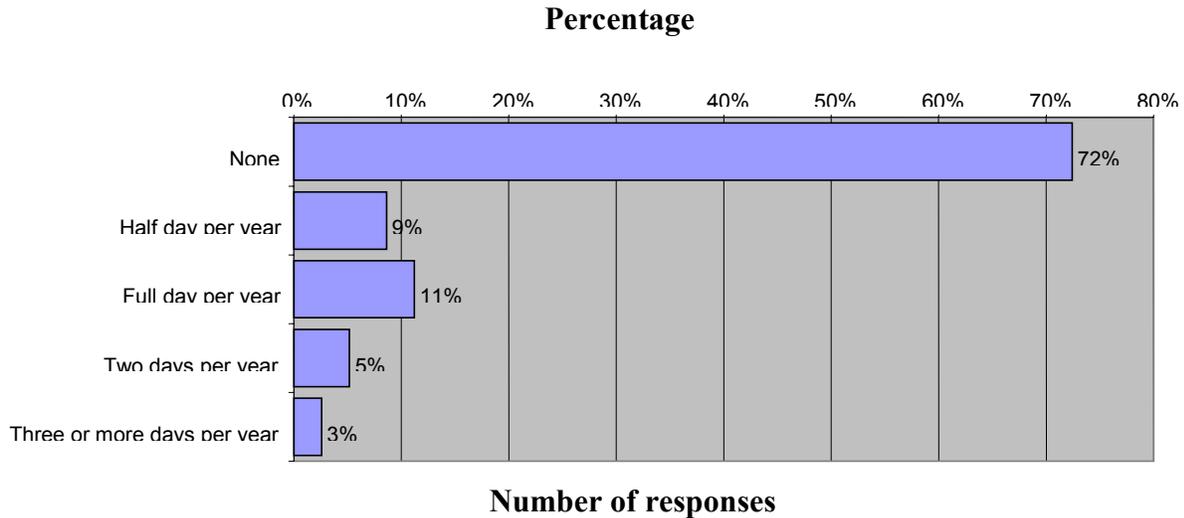
Percentage



Number of responses

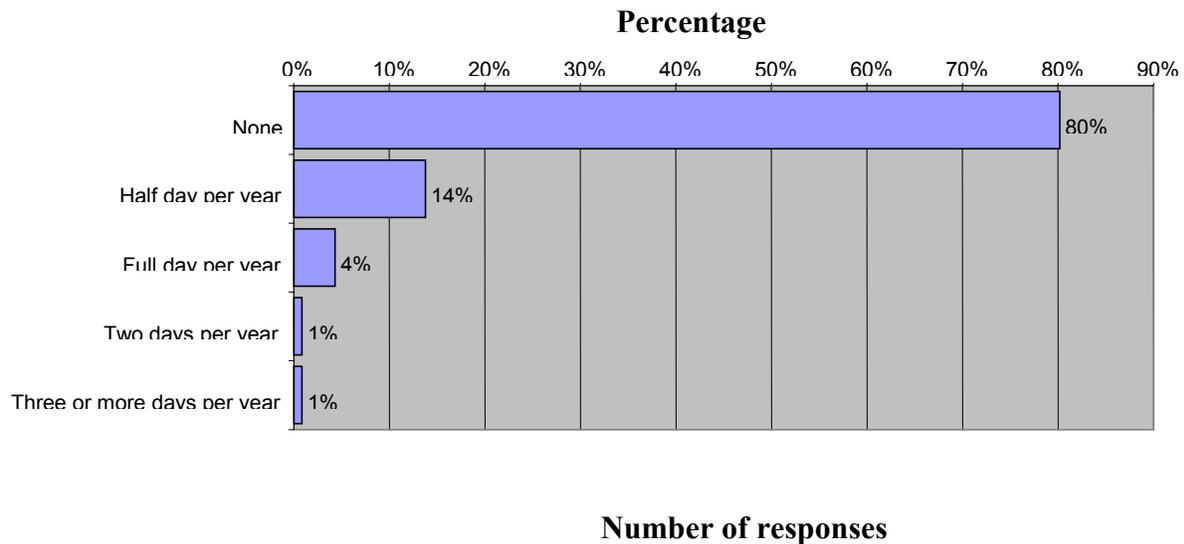
None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
99	10	4	3	0

16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



None	Half day per year	Full day per year	Two days per year	Three or more days per year
84	10	13	6	3

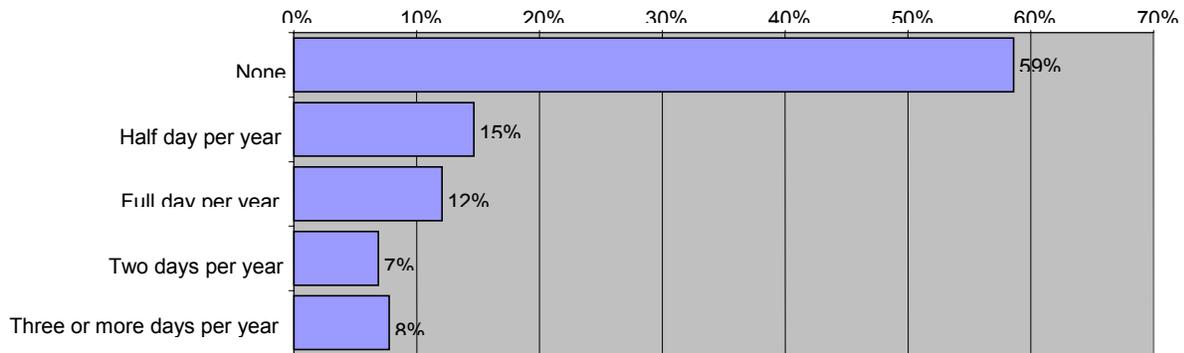
17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?



None	Half day per year	Full day per year	Two days per year	Three or more days per year
93	16	5	1	1

18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

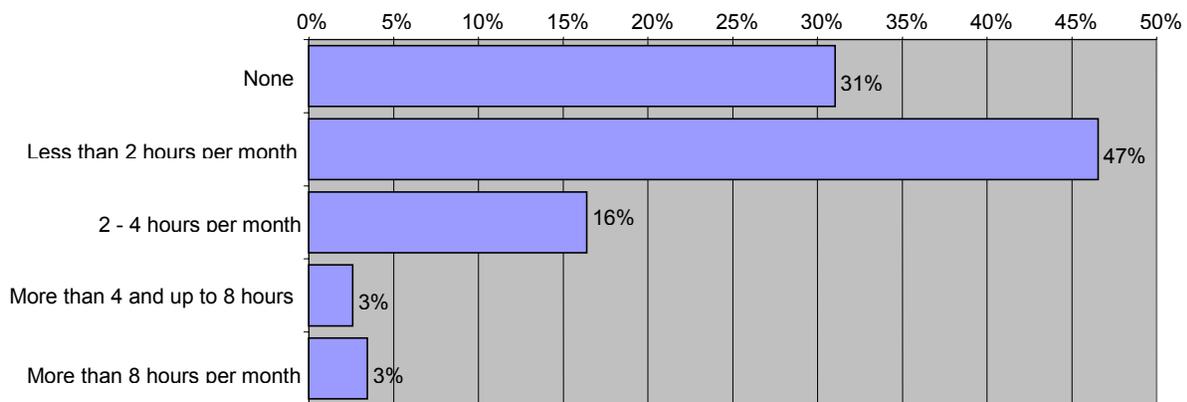


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
68	17	14	8	9

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

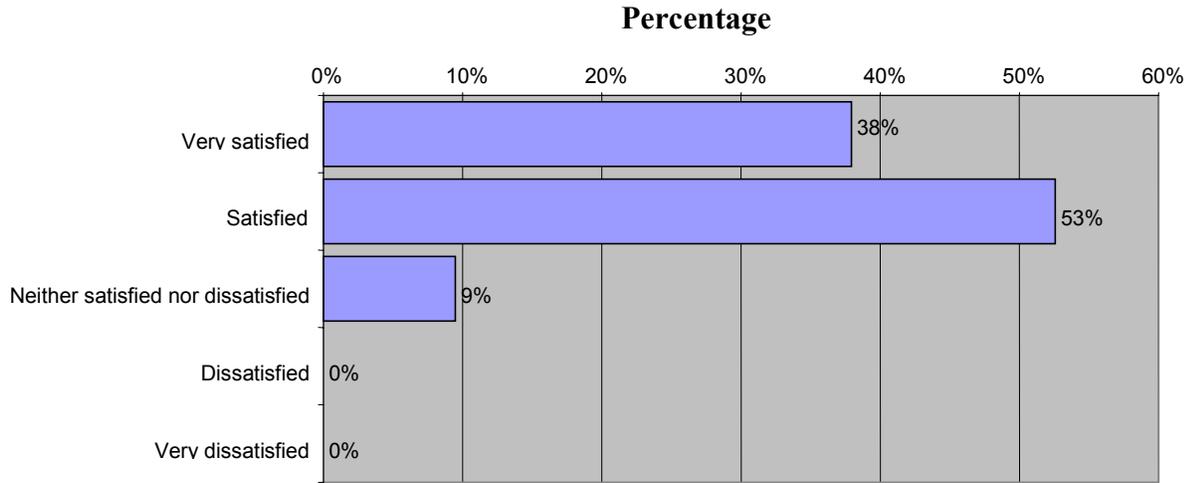
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
36	54	19	3	4

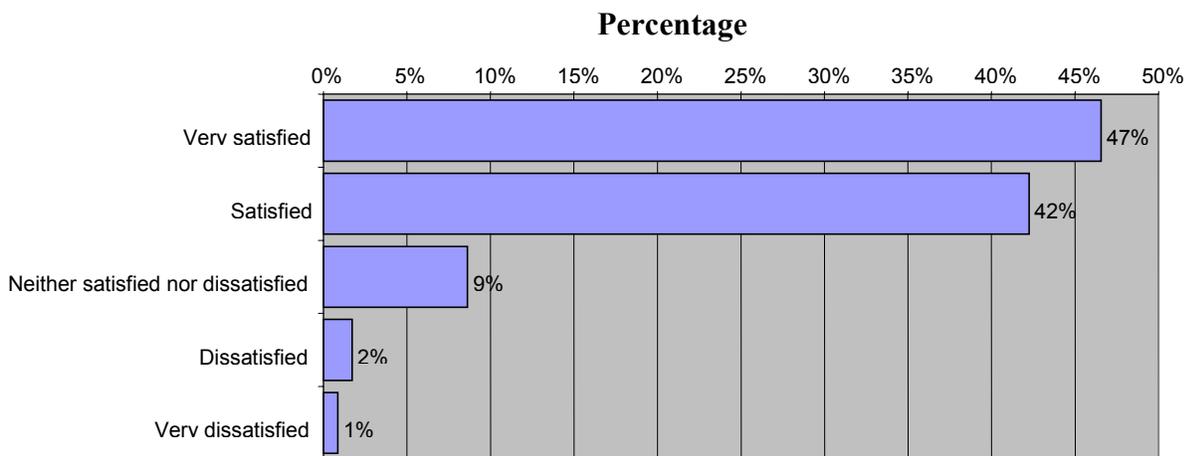
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
44	61	11	0	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
54	49	10	2	1

1. Workstations

Issues

- In general most of the computers are old, slow, lack memory, etc. Not really adequate for what your job expectations/duties require. (FA)
- In general most of the computers are old, slow, lack memory, etc. Not really adequate for what your job expectations/duties require. (FA)
- I've had really bad computers issued to me (lemon straight out of the box - in the first three weeks of having a new computer, had a new video card, mother board and hard drive replaced and nothing but grief from then on), to this one, that has been fairly reliable and trouble free. (FA)

2. Support

Positive Feedback

- With the tech. support from the help desk, my problems if any are rare and not as severe as one might expect. (FA)
- Regarding question 7 - About 5 to 10 % of the time, I am unable to resolve a computer issue and will call the computer HELP line (service has improved). Henry and I have become great friends over the years. (FA)
- The help desk folks are GREAT. (FA)
- With no joke intended, I'm one of the most computer illiterate persons on the hill, which makes it nice to have people such as those who man the help desk. (FA)
- The HELP Desk is excellent --- better than excellent. (FA)
- Help Desk has been great. (FA)
- Kyle was the best. (FA)
- The IT people that come out are top notch. Always help us out in a speedy timeframe, and are very knowledgeable. Particularly in the last 4 or 5 years. (FA)
- Support is generally very good. (FA)
- The HELP desk and IT support team are tremendous resources to me. (FA)
- The computer support people both at the help desk and the Facilities computer staff where I work have always been helpful, professional, friendly and they have always resolved my problems as quickly as possible. (FA)
- Great computer support staff...both central and division. (FA)
- The Help desk and the Support personnel respond quickly, always follow-through and explain what they have done. Very Customer oriented group. (FA)
- As to #21, you need something above Very satisfied to check as far as I'm concerned. (FA)

Issues

- Where is Kyle? (FA)
- Facilities once had a few technicians that responded quickly in person to correct the problems. (FA)
- Was very satisfied up till about 6 weeks ago, then my "go to guy" was released, now I've had a few issues and don't know who is going to help or when. (FA)
- Our desktop support person is a half mile away. On site help for the dept would be the most efficient. (FA)
- The IT satisfaction again is totally dependant on which IT people support your group. Sorry that you let so many good people go. (FA)
- Bring back Kyle Perry to support facilities computers. Kyle was always here to help us with problems we would encounter. (FA)
- Had a great support person, with direct help...one call brought all problems to an end. Then they RIF'd him recently. Now it's take a number and see if they can figure it out (specialty load). (FA)
- I would be very satisfied if my schedule and the Help Desk schedule were completely compatible. (FA)
- I go to local IT support because the Help Desk personnel are never available when I have the most problems (between 0600 & 0800 hours). (FA)

3. Training & Documentation

Positive Feedback

- I feel that the small amount of computer training I have received at LBL was beneficial to my overall job performance. (FA)

Suggestions

- Computer support mostly has been very good. It would be nice; however, if there was a layman's manual available devoted to the simple things that most everyone does here -- formatting in Microsoft Word, creating underlines in Mozilla e-mails, and the like. (FA)
- Although I have an LBNL issued Treo 650 phone with possible computer usage, I do not know how to use the computer part for accessing email or calendar. I would, at some point, like to learn. (FA)
- Little training available--- training would be good. (FA)

Issues

- The expectation is that casual learning will be done on your own time it seems. (FA)
- No training offered at the lab on the programs and work that I do, or has been offered to me. All problems solved on-line or telephone with vendors/manufacturers. Very frustrating at times when you need an answer or help on a specific problem. (FA)

4. Applications

Issues

- Some of our applications are outdated, and therefore it is difficult to get training for them. Most existing classes are for newer versions of the software. (FA)
- Facilities need improved support with implementing effective data management systems. Information on building and utility system configuration and of project effort is not effectively done and Facilities MIS seems to have no plan for improving this situation. General PC support on standard business applications is OK, but recognizing and understanding user needs related to project and facilities management and implementing effective data management systems for these needs is poor and frequently input from MIS works to cross-purposes to users needs. (FA)
- Regarding question 20 - I'm resolved to the fact that my MS Windows XP-computer is better than PCs with 98 and earlier versions of Windows. However, my job necessitates keeping current on Windows 9x machines because of software limitations. Consequently, this situation also limits computer hardware support provided by LBNL since only XP-based machines are officially supported. (FA)
- Support staff addresses technical problems in a reasonable way. No thought given by management to training or appropriate applications. (FA)
- Problems with AutoCAD integration are an issue (not a Help desk action item). (FA)
- I'm finding that e-mail takes a lot of time. There is slow response as saved (local) mail files grow. "Creating summary" is slow on large folders. (FA)

5. WSC Program

Positive Feedback

- This survey is a great ideal! (FA)

7. Survey

- There should be a choice in between zero and less than 2 hrs/month. I probably spent about 4 hours during the last year using Microsoft on-line help screens. (FA)
- I all ready did this. I have spent more time on this than any problems I have had. (FA)

8. Clarifications

Workstations

- My primary workstation is a Win98 computer because of proprietary applications used for the card access system. Due to software and operational changes, I no longer need to maintain a Win98 machine. (FA)
- Some response may refer to the Mac Computer that I also have and use for my operation. (FA)
- A hand held would be a welcome addition to support my work. Not approved by my division though or supported. (FA)

Support

- I know to contact my local support people via the HELP line, so I only call them directly if it is critical. This is about 30% of the time. (FA)
- I support myself for Maximo, GIS, etc. software. (FA)
- I spend most of my time using custom business applications. Depending on what the issue is I prefer to call my local building support group. (HR)

Time

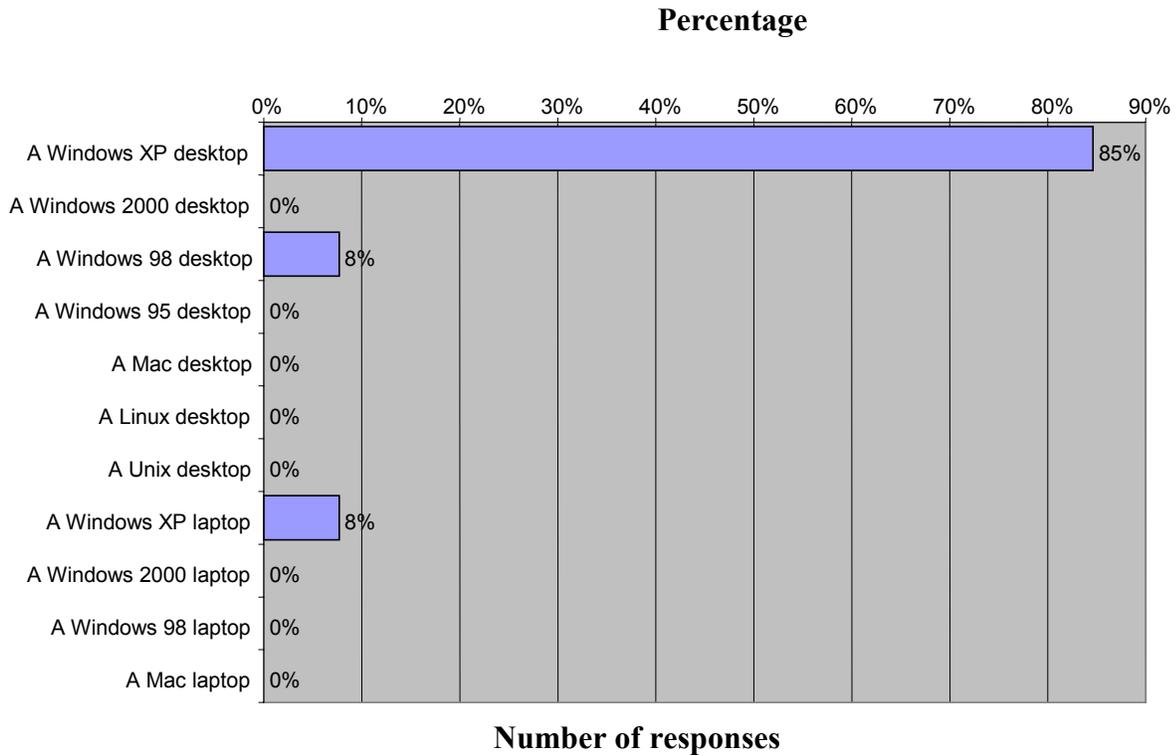
- Regarding question 14 - There are occasions when hours spent loading and setting up new software will exceed 4 hours in a month. (FA)
- Frankly, too much rush or priority work to organize files. (FA)
- If I had known that you were looking for such detail I would have kept a log. (FA)
- As a working tech. on mechanical equip. my use of the computer is to generate WR's of Job orders/approve and it's ilk. (FA)

Training

- Regarding question 19 - This includes my own, private time during lunch and after work. (FA)
- I believe in trying to look it up myself before calling for help. (FA)
- Custom business applications are primarily for Radio Trunking and Card Access. (FA)
- I use the web-based Sunflower application, and have never received official training in using the application. I have been using it for over a year now. (FA)

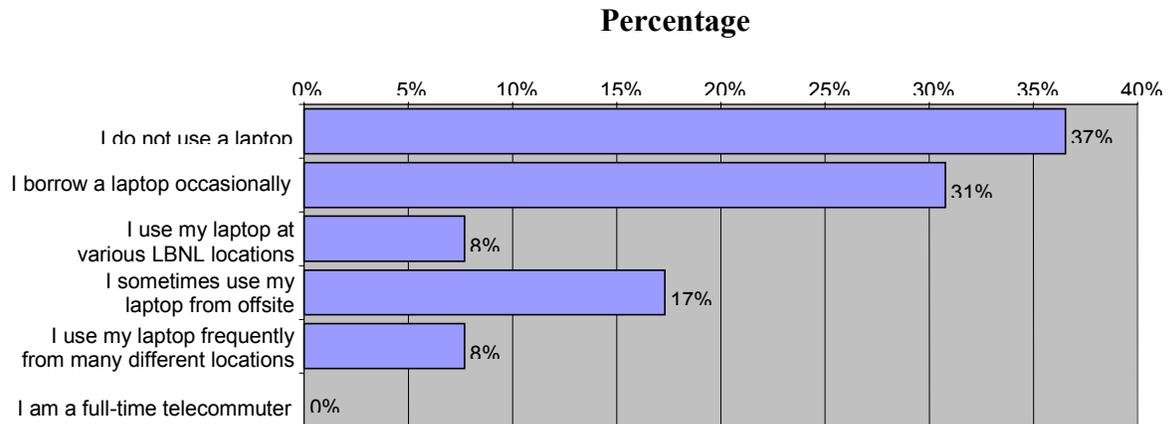
Appendix F: Human Resources Survey Results

1. What is your primary computer?



Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
44	0	4	0	0	0	0	4	0	0	0

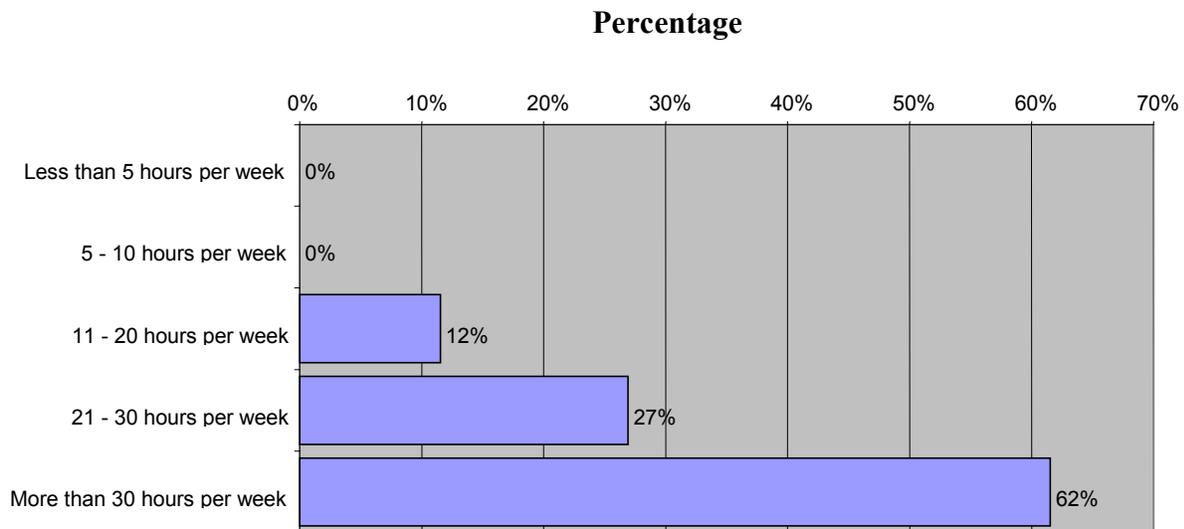
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
19	16	4	9	4	0

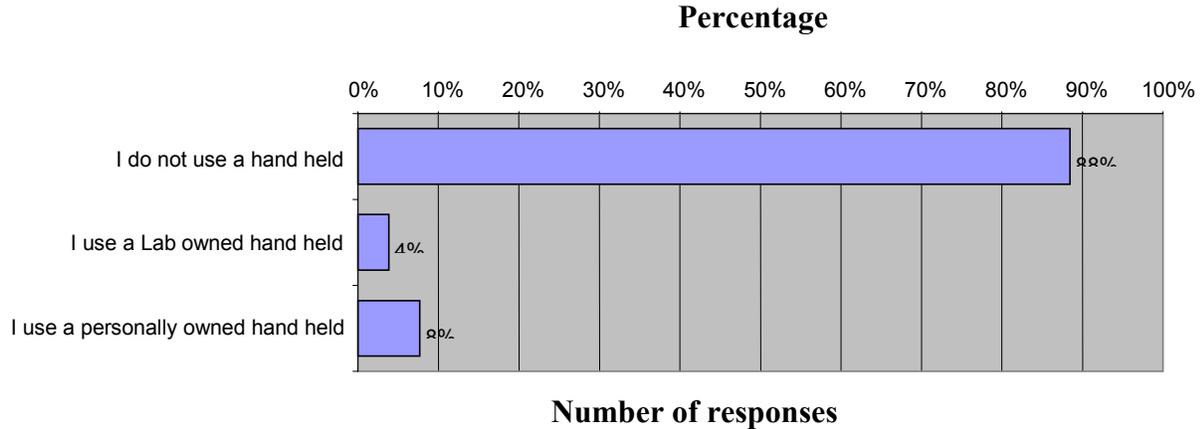
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

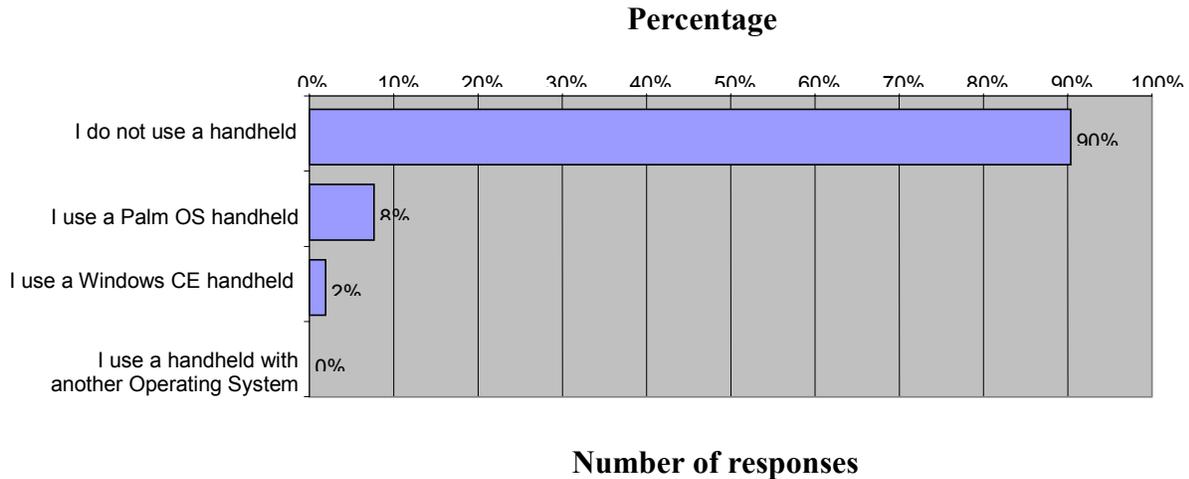
Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
0	0	6	14	32

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



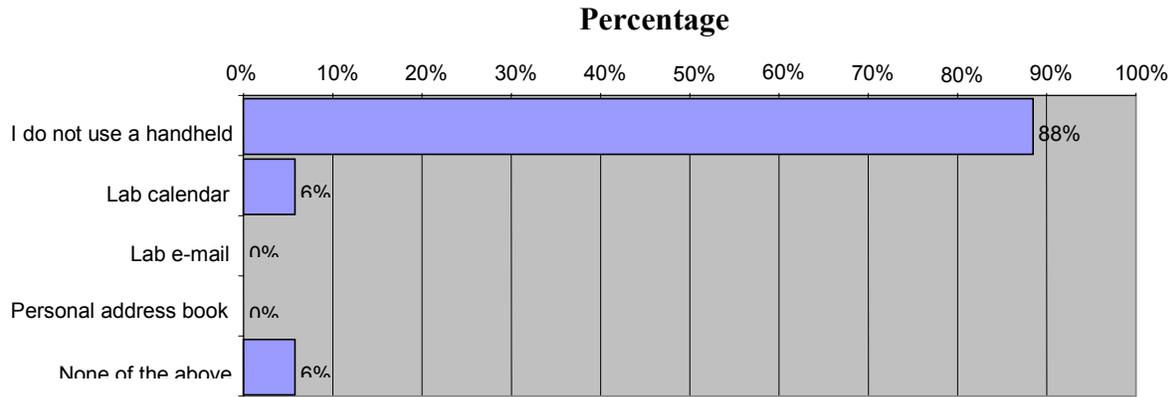
I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
46	2	4

5. Which response best describes the handheld Operating System you use for LBNL business?



I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
47	4	1	0

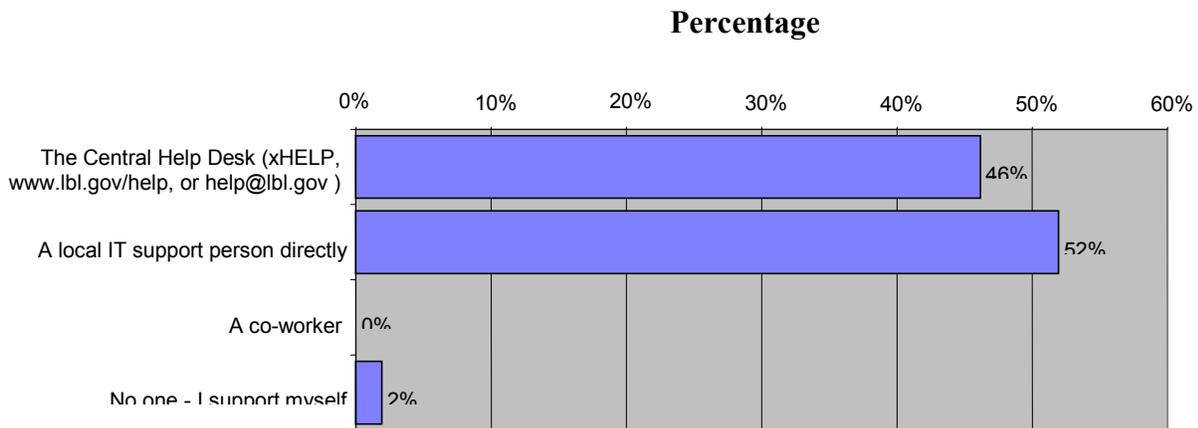
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
46	3	0	0	3

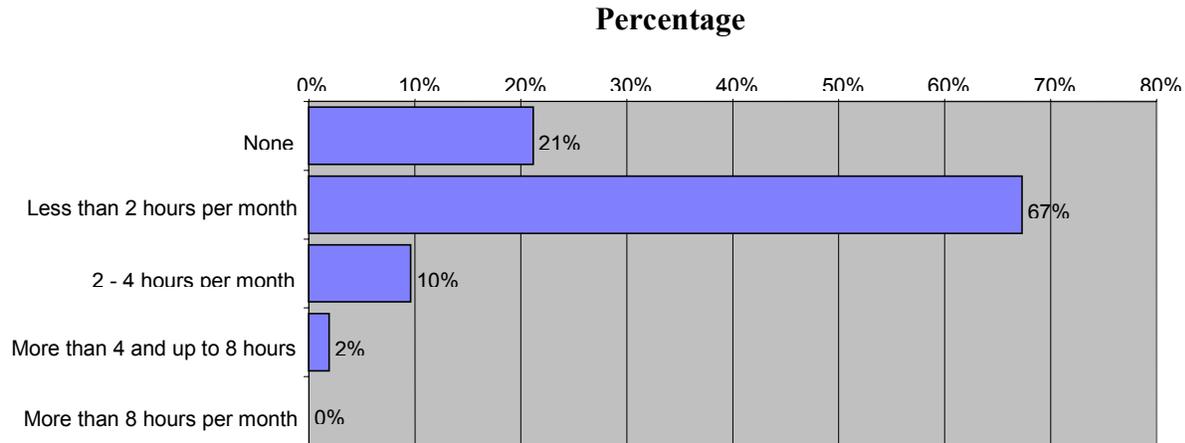
7. Which response best describes who you most often contacted first when you needed support?



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
24	27	0	1

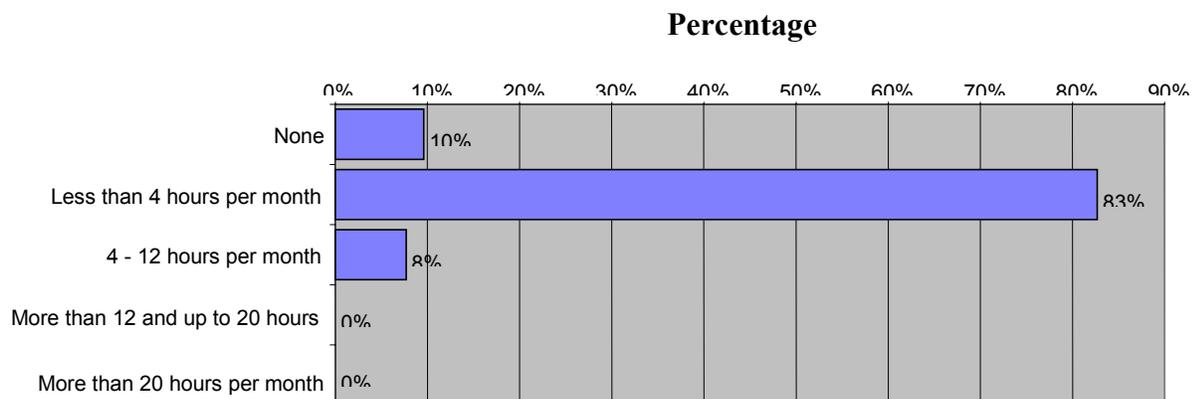
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
11	35	5	1	0

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

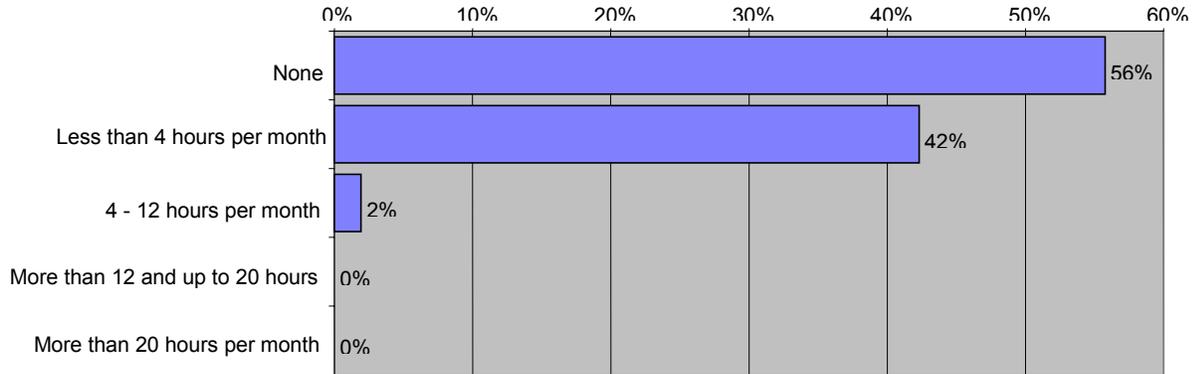


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
5	43	4	0	0

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

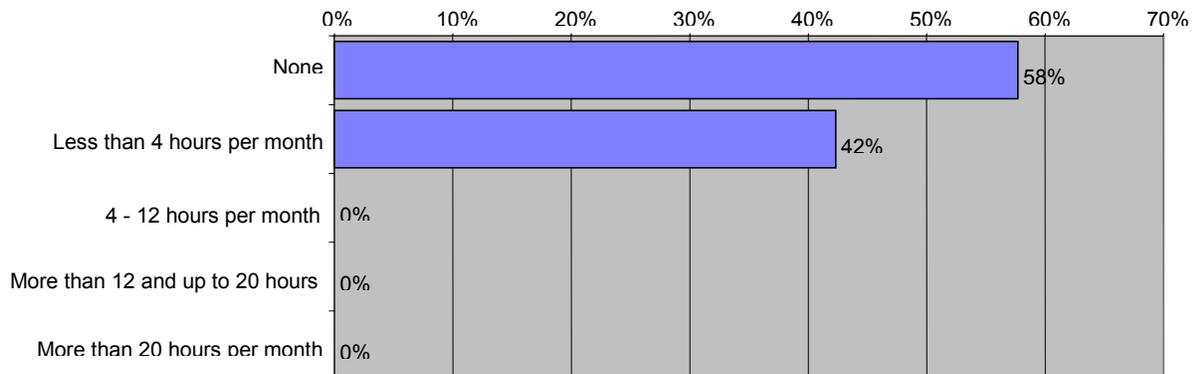


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
29	22	1	0	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

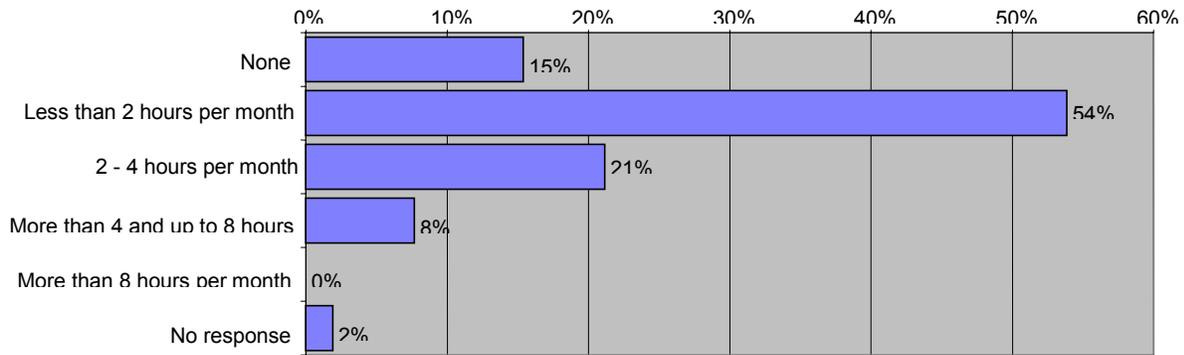


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
30	22	0	0	0

12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

Percentage

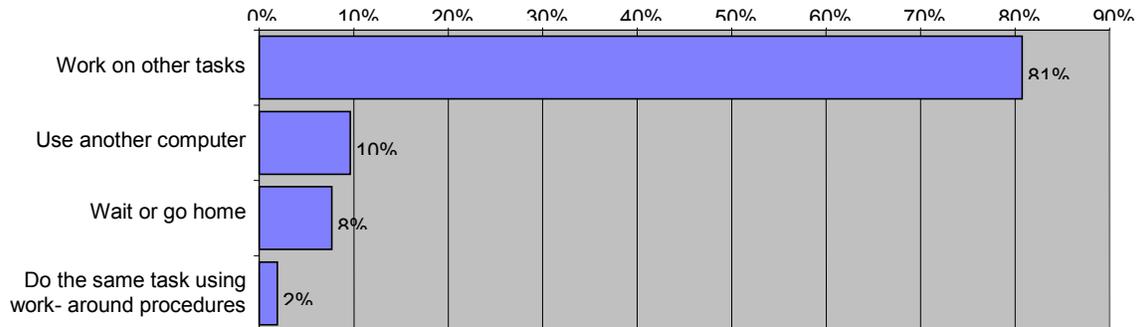


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
8	28	11	4	0	1

13. Which response best describes what you did when you could not use your computer to do your work?

Percentage

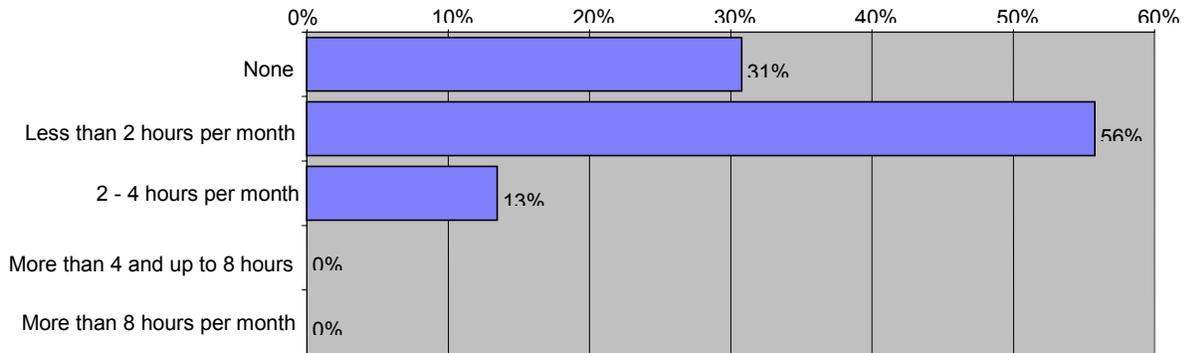


Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
42	5	4	1

14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?

Percentage

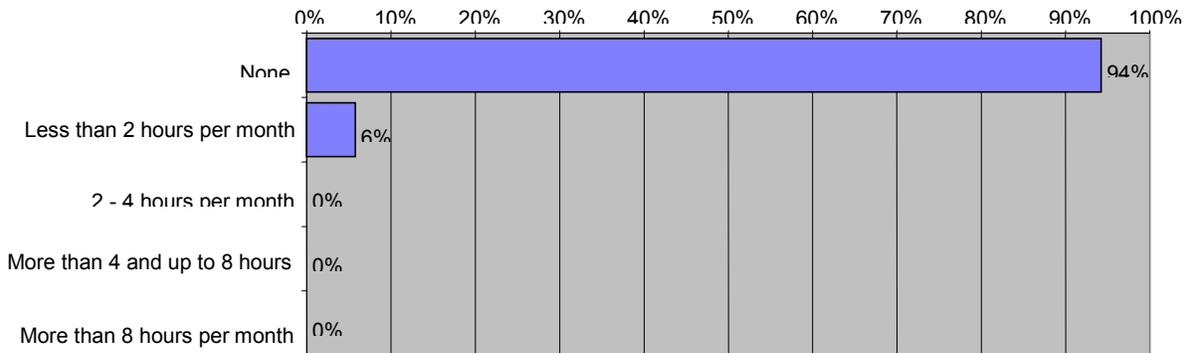


Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
16	29	7	0	0

15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

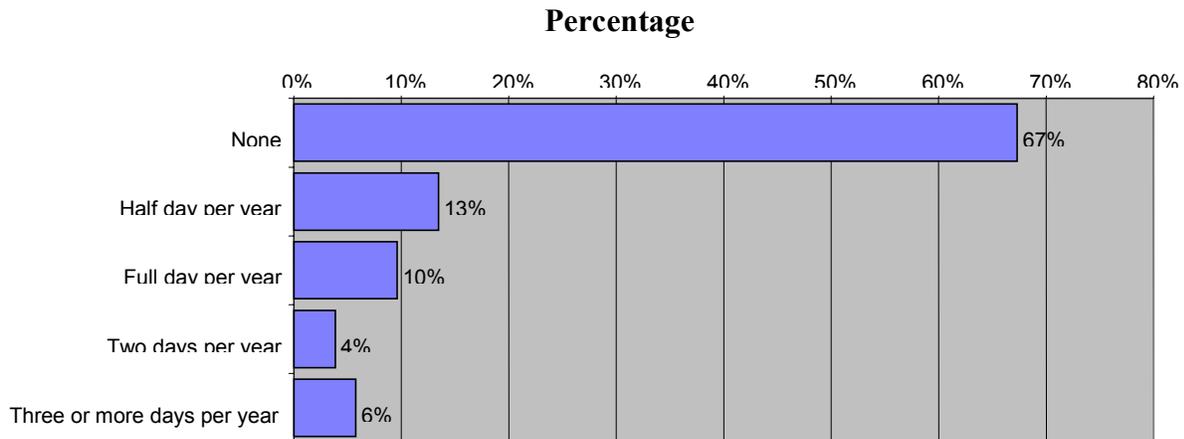
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
49	3	0	0	0

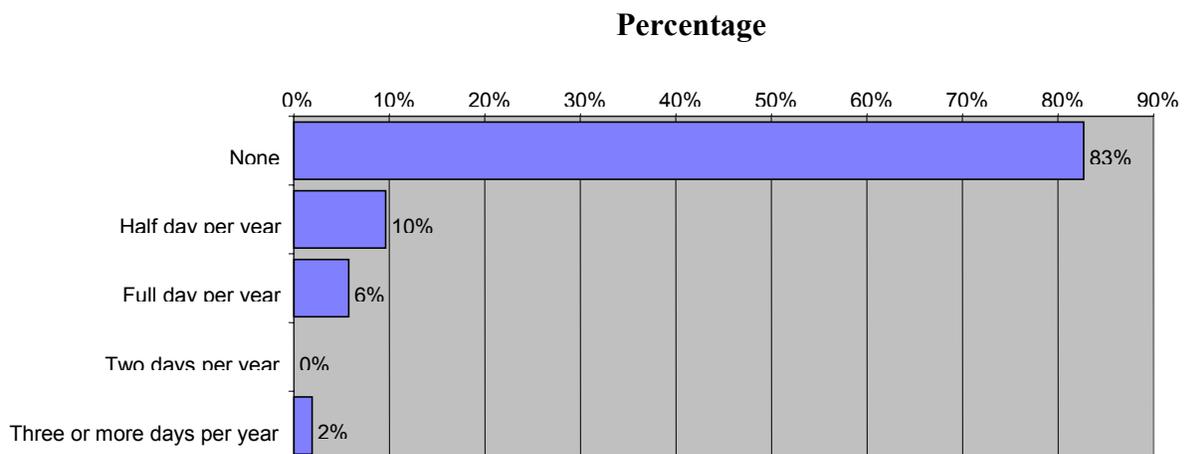
16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
35	7	5	2	3

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?

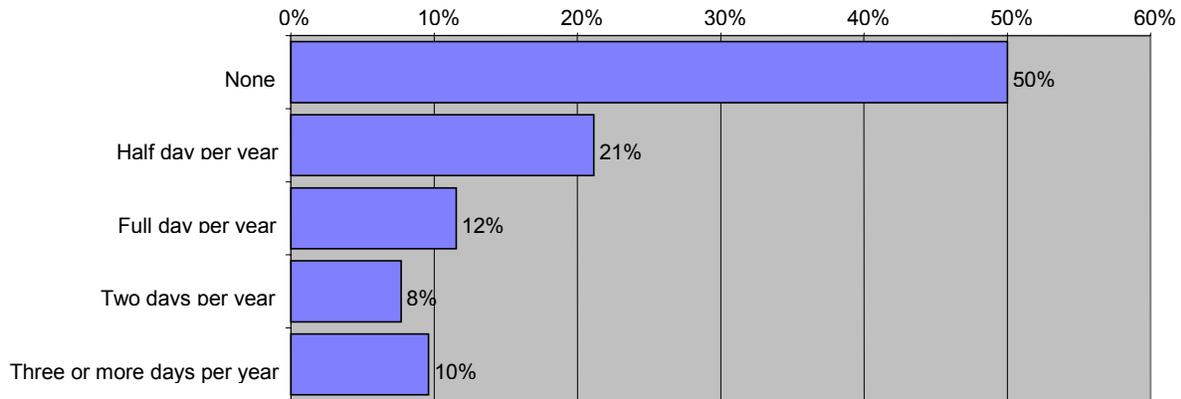


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
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18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

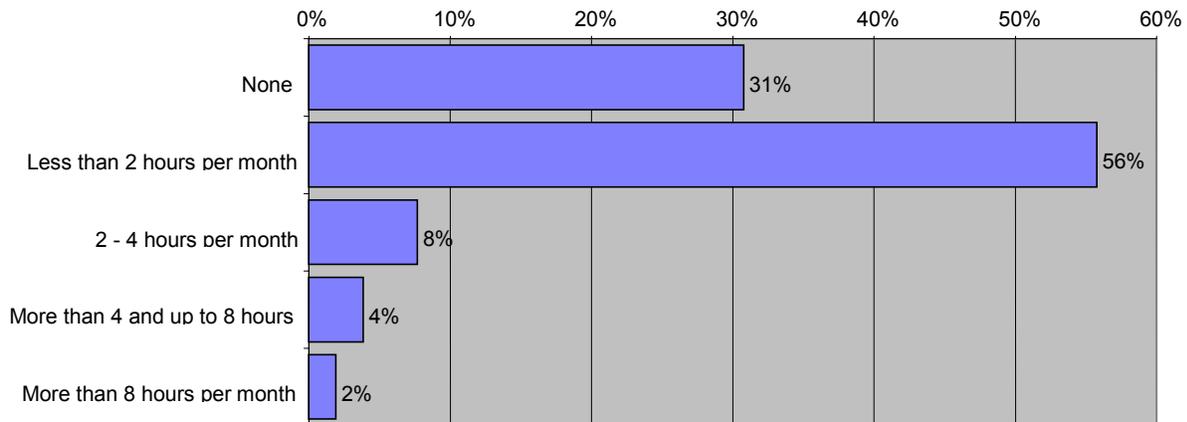


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
26	11	6	4	5

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

Percentage

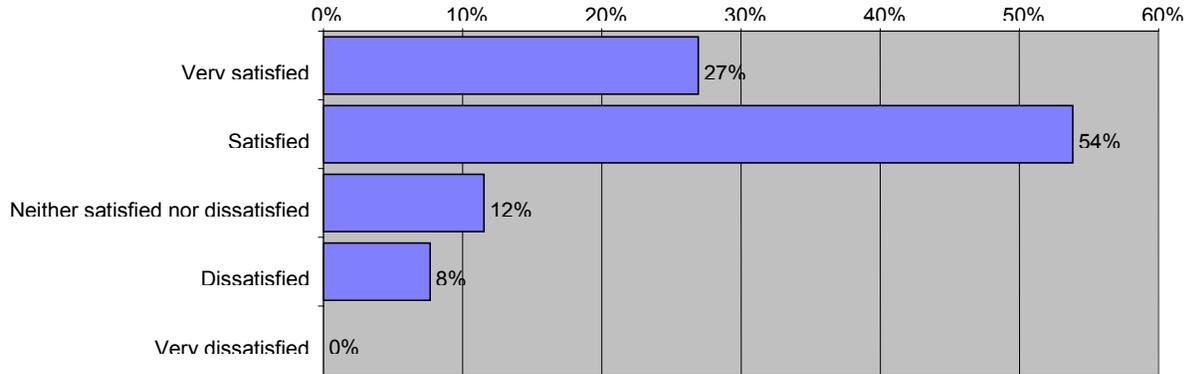


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
16	29	4	2	1

20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?

Percentage

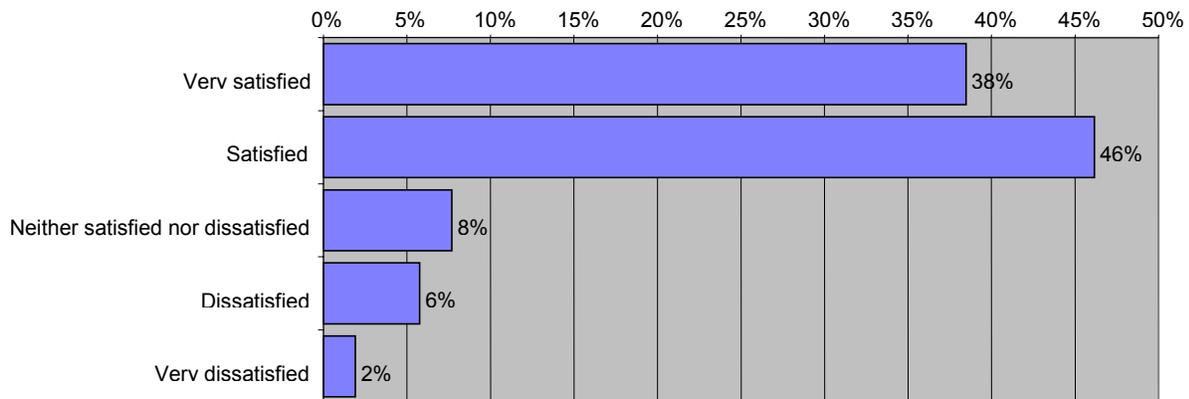


Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
14	28	6	4	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?

Percentage



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
20	24	4	3	1

Comments

1. Workstations

Issues

- My #20 response refers to the laptop that I used. An updated laptop would be appreciated. (HR)
- Availability of a lightweight modern laptop needs to improve. (HR)
- I would like an upgrade to my docking station and have a flat screen TFT Monitor rather than the older CRT monitor. (HR)
- Slowness happens for what seems to be no reason. (HR)
- My system has been locked. I can not install anything on my computer that I believe to be job related and/or would help with the functions of my job. (HR)
- I have stopped using my Palm at work because of continual issues with trying to sync. Maybe some of these have been resolved but I gave up. I believe handhelds can be an important productivity tool if implemented and supported properly. I also currently have a desktop but have wanted a laptop to be more mobile and to be able to take work with me. However, budget has not allowed me to replace my desktop. (HR)

2. Support

Positive Feedback

- When I call the Help Desk they generally have been very helpful and timely. (HR)
- The Help Desk has provided outstanding help. I am very satisfied with the computer because I don't expect it to be 100% operable all the time, but that has mostly to do with the server, passwords, and related outages. (HR)
- It's great to have a very knowledgeable IT support person available in-house. (HR)
- My local support is very knowledgeable about the specifics of the software that I use is very responsive when updates, network slowness, etc. interfere with my computer/daily work. It is extremely helpful to have someone close at hand who can come to my desk and resolve whatever issue I have. I do use the general help desk for generic questions, password resets, etc. (HR)
- LAN OPS was wonderful. See comments above about new system. (HR)
- The ISS-lanops team in B939 is terrific! The customer service they offer is excellent. We experience a minimal amount of downtime. They are knowledgeable and helpful--the best! (HR)

- See previous notes on availability of support before 8am. Other than the timing of the support before 8am, I have been very satisfied with the promptness and level of service. (HR)

Issues

- Resolving computer issues sometimes means learning to deal with it by finding a way to live with the problem (like rebooting or whatever it takes to keep working). (HR)
- Due to the management of the local IT group, I utilize the computer help desk rather than our own IT group. The manager seldom allows his crew to work on my various machines, i.e. local DeskJet printer, Filemaker database, HRIS database, etc. I believe that IT support should be allowed on all machines, and on all job related programs and printers. Just because a manager doesn't like the program, doesn't justify lack of support. Specifically, the facilities division IT support manager should be looked at for lack of support. (HR)
- PC support is marginal. (HR)
- Some instances of support provided to troubleshoot issues for me have been excellent; however I've also experienced lack of response from our assigned computer support person. (HR)
- Fortunately, a local help person was able to fix most of it so I didn't lose data. (HR)
- We have had computer problems before 8 AM and after 5PM and could not work until the help desk or local IT person arrived. There have been times wherein I have been delayed by the help desk for an hour or so, e.g., when they had to find someone to see to my workstation to resolve the problem. (HR)
- My workday starts between 6am and 7am. The support desk isn't available until 8am. There have been several times which the system has either been down or there has been a computer problem when I have come into work. I have been left stranded until a minimum of 8 AM not being able to use my computer (which is essential to my work). There are several other employees that also come in early that have faced similar problems. (HR)

3. Training & Documentation

Suggestions

- Training was introduction to BLIS - 1) A refresher course would be beneficial 2) Is it possible to arrange a BLIS training presentation in B937 or B939 ? (HR)
- It would be helpful to take more database training. (PA)

Issues

- While I understand that Safety is the #1 priority at the Laboratory, as it should be, I think that other beneficial programs such as Training have had their funding cut. This brings down moral of the employees, which in turn can result in unsafe behavior. It all comes full circle. There is a distinct relationship between Safety and Employee Morale. (HR)

4. Applications

Issues

- HRIS going down w/o warning has been a problem, plus implementing new versions at peak season seems to me a bad decision. (HR)

8. Clarifications

Support

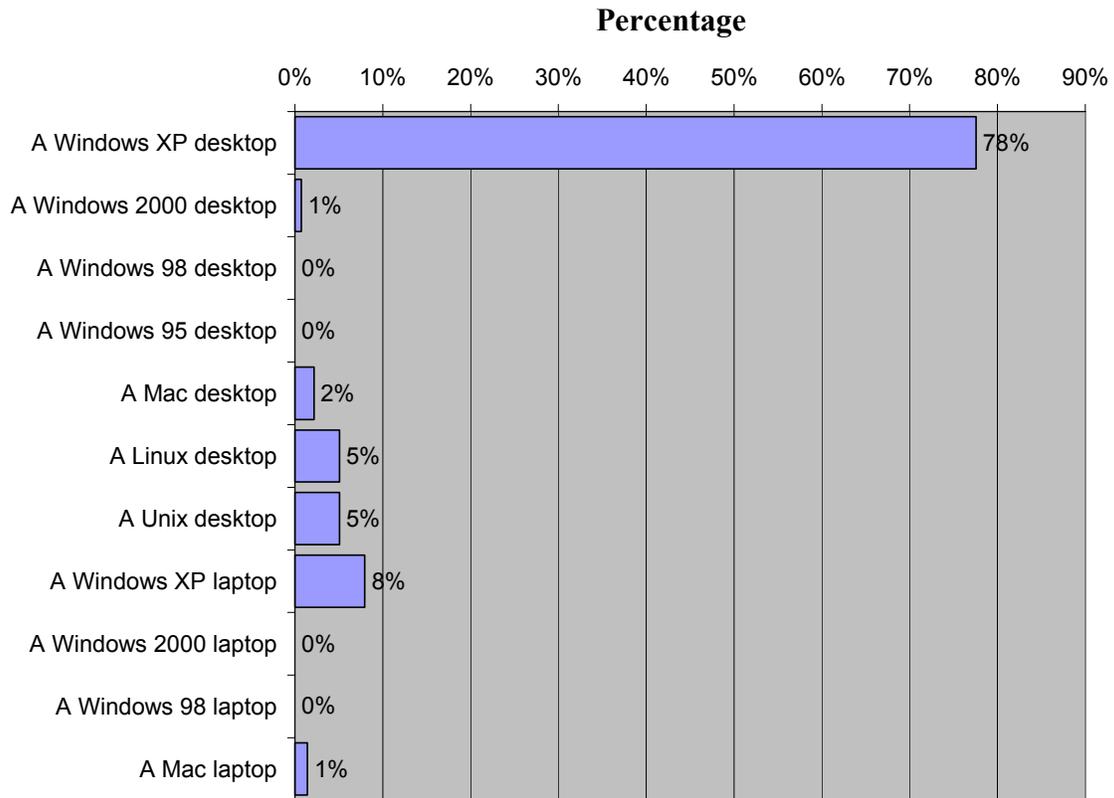
- I spend most of my time using custom business applications. Depending on what the issue is I prefer to call my local building support group. (HR)

Training

- It is hard to gauge the time spent in training and casual learning for custom business apps. It depends on upgrades and implementations. (HR)
- I was a new LBNL hire in April 2005 and attended a lot of HR applications training as well as train our temporary HR Assistant. (HR)

Appendix G- Information Technology Survey Results

1. What is your primary computer?

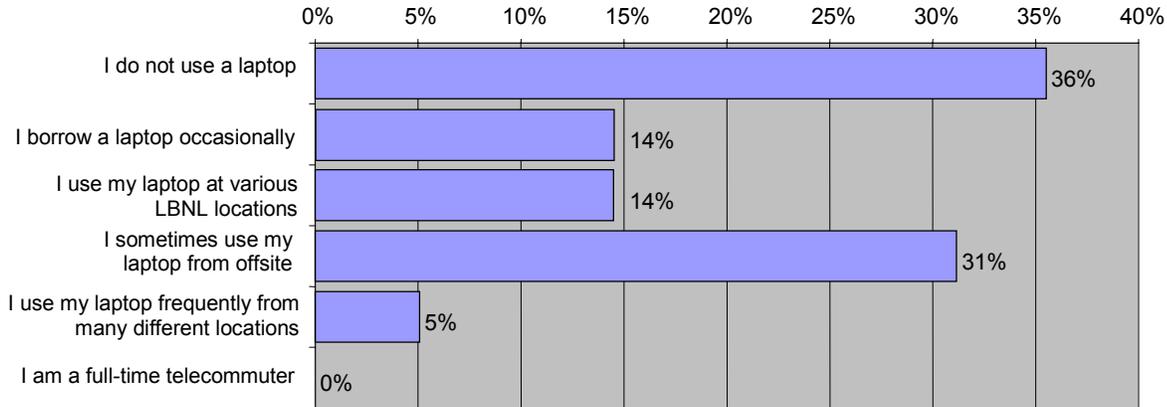


Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
107	1	0	0	3	7	7	11	0	0	2

2. Which response best describes your work related laptop computer usage?

Percentage

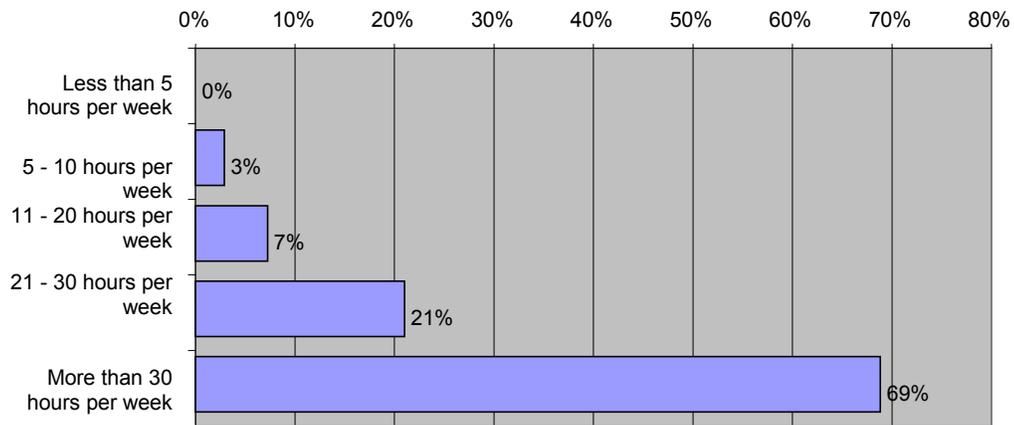


Number of responses

I do not use A laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
49	19	20	43	7	0

3. Which response best describes the average number of hours you spent per week using your LBNL computers?

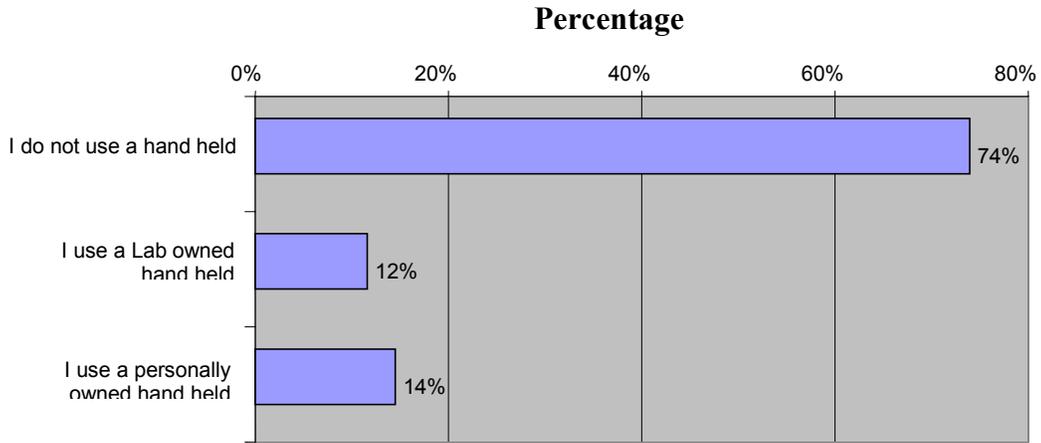
Percentage



Number of responses

Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
0	4	10	29	95

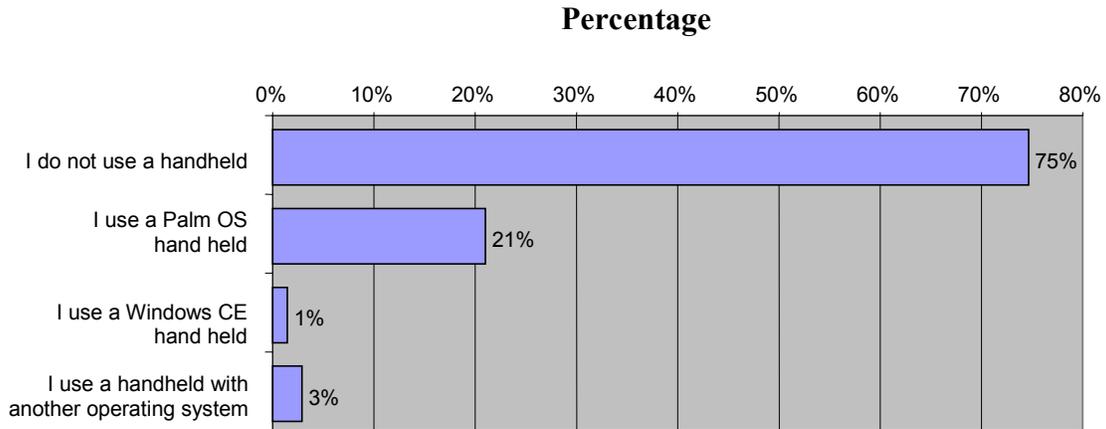
4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



Number of responses

I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
102	16	20

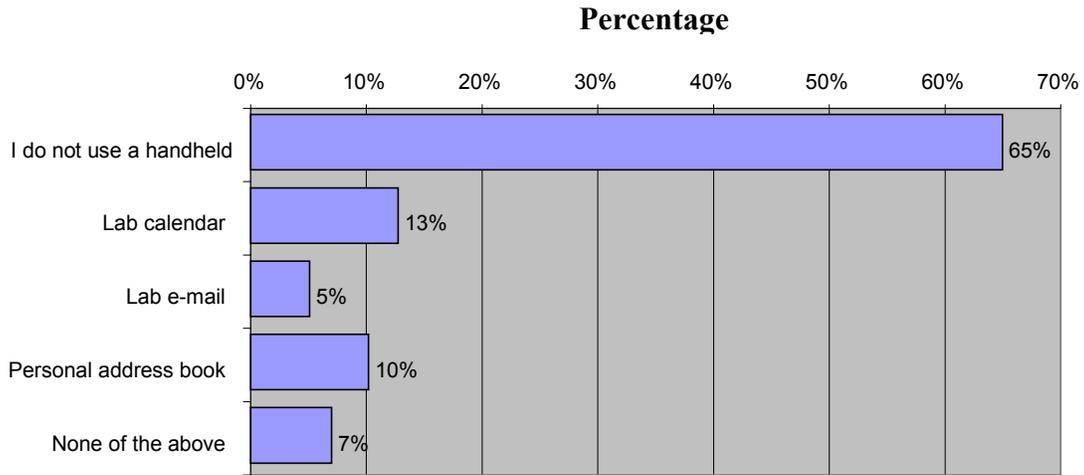
5. Which response best describes the handheld Operating System you use for LBNL business?



Number of responses

I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
103	29	2	4

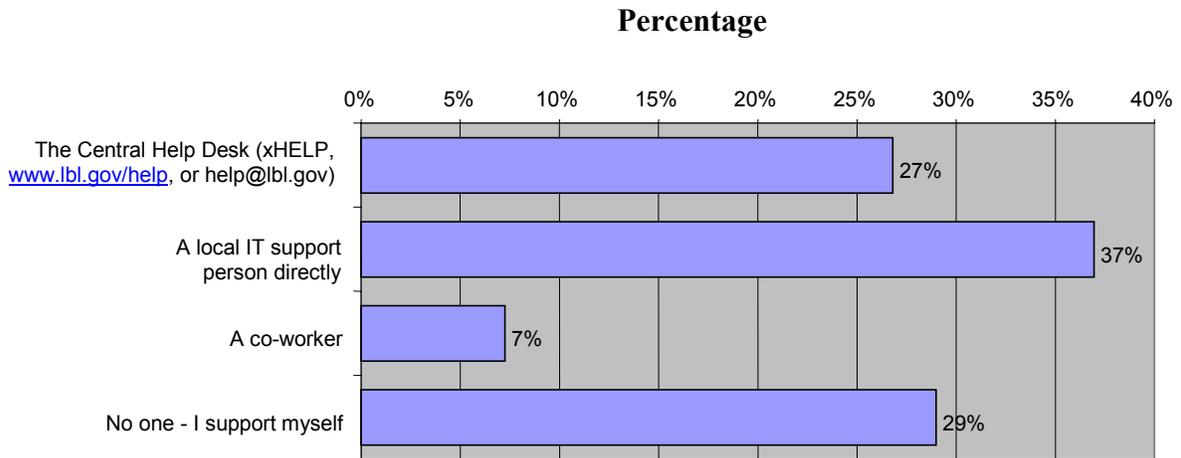
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
102	20	8	16	11

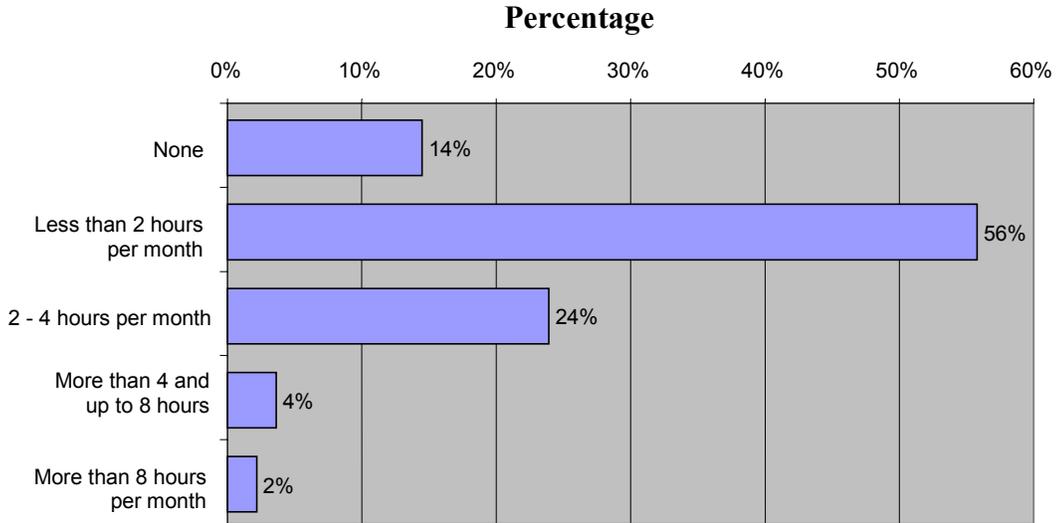
7. Which response best describes who you most often contacted first when you needed support?



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
37	51	10	40

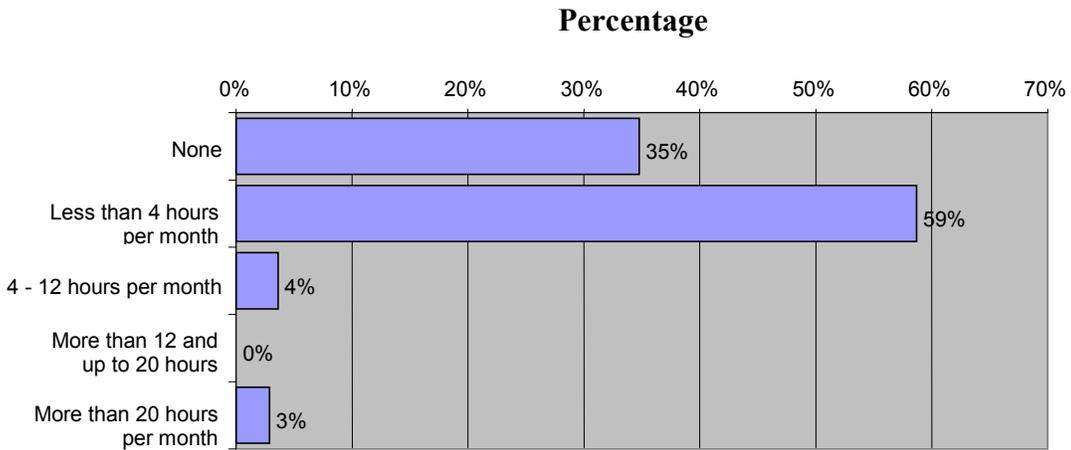
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
20	77	33	5	3

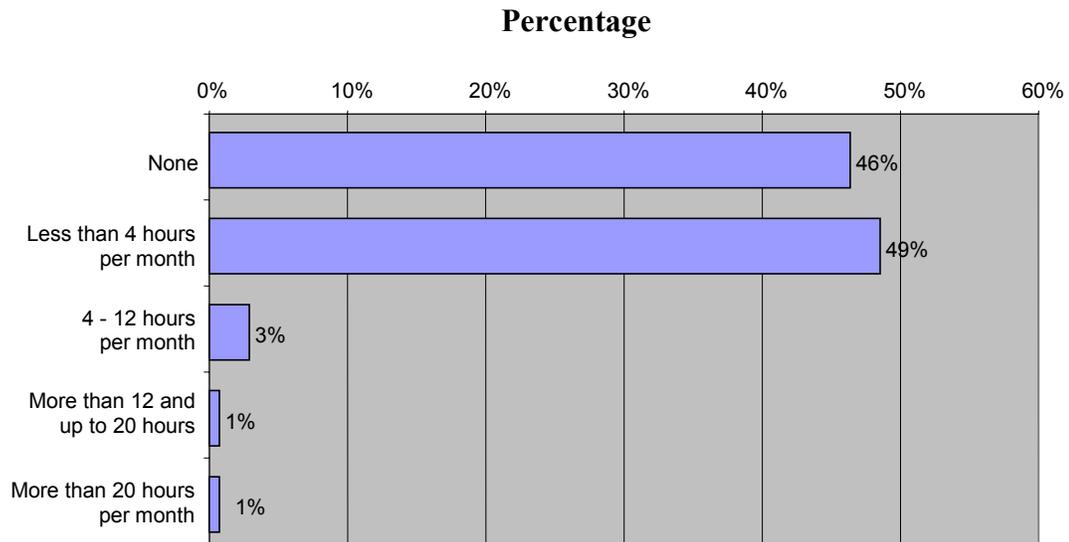
9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?



Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month

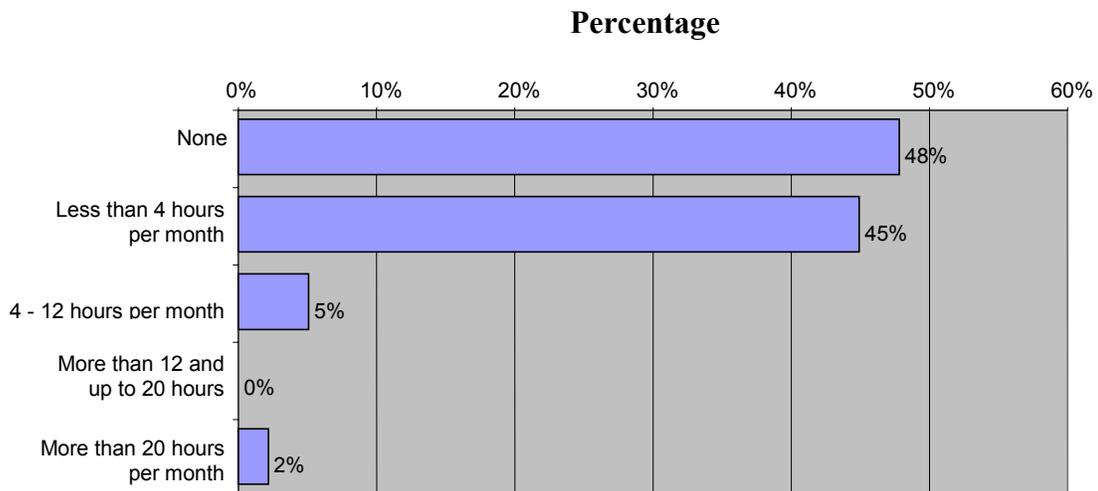
10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?



Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
64	67	4	1	2

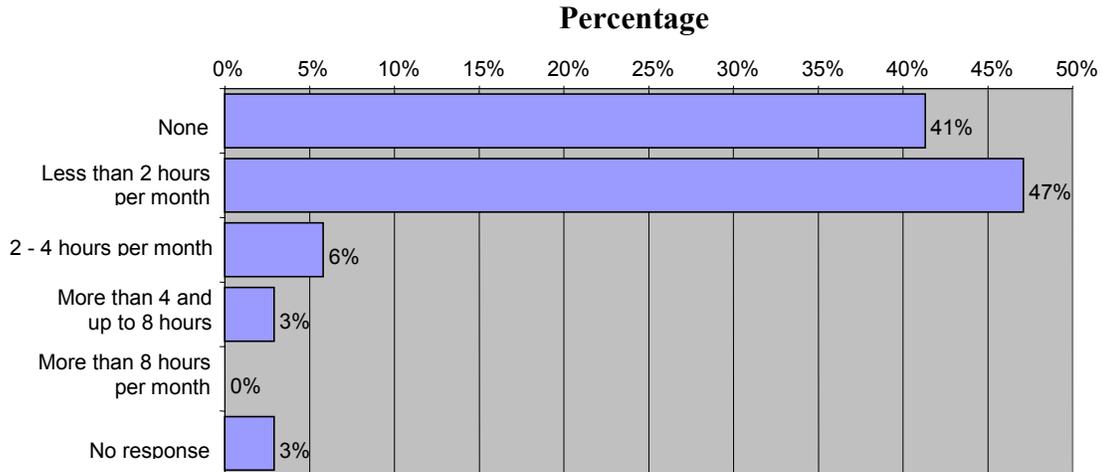
11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?



Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
66	62	7	0	3

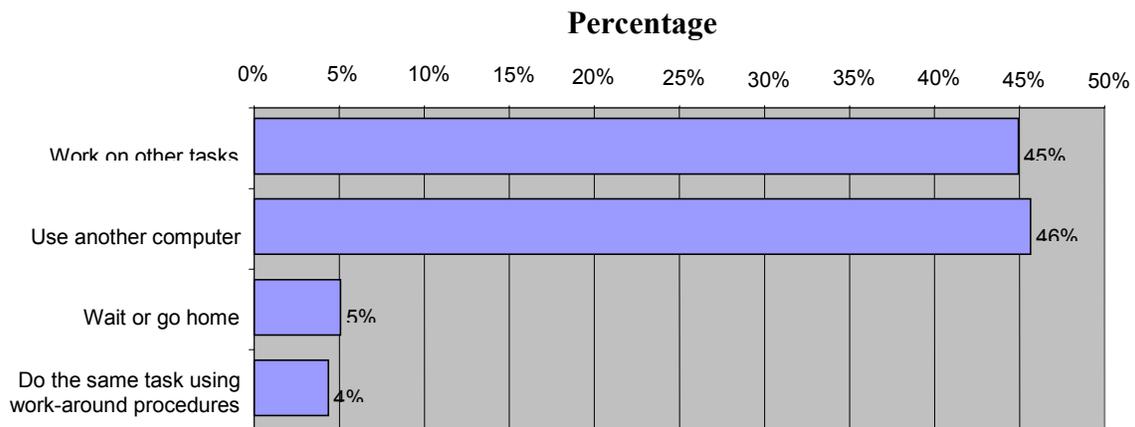
12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
57	65	8	4	0	4

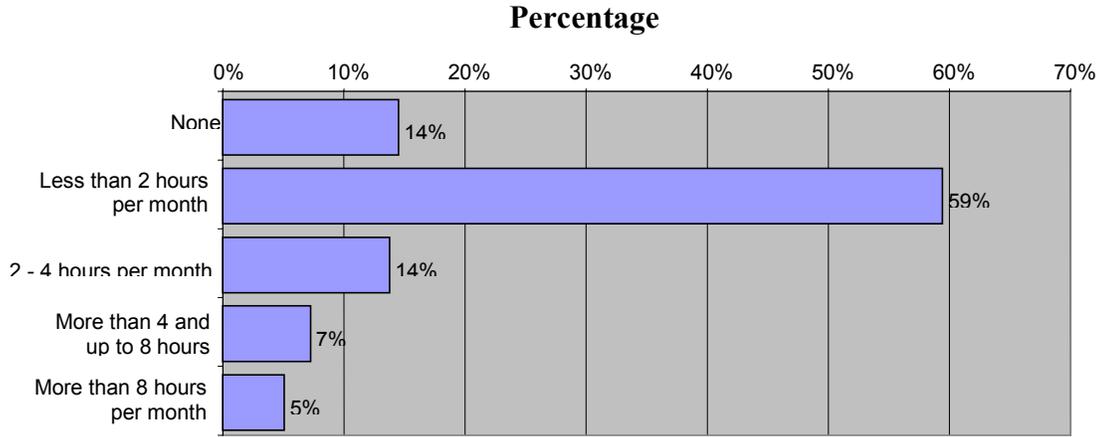
13. Which response best describes what you did when you could not use your computer to do your work?



Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
62	63	7	6

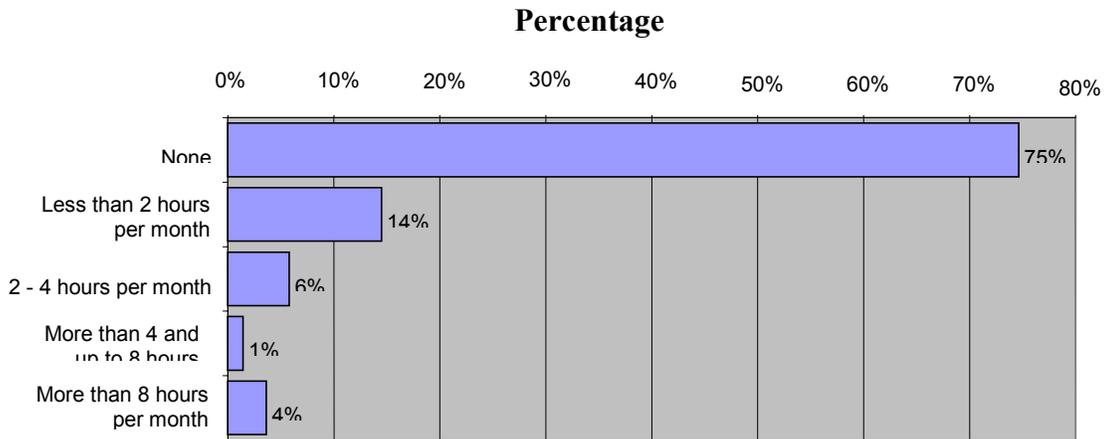
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?



Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
20	82	19	10	7

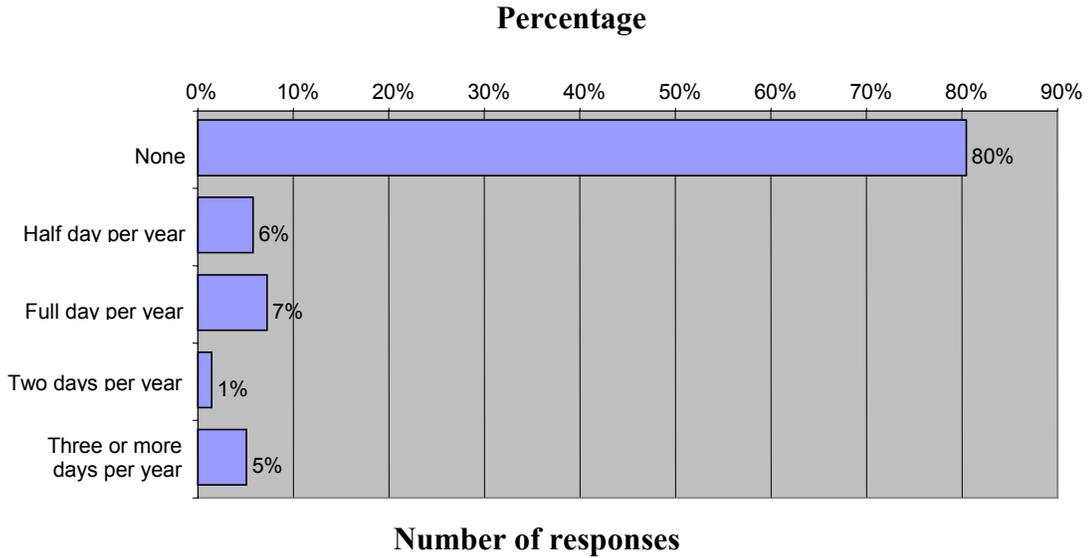
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?



Number of responses

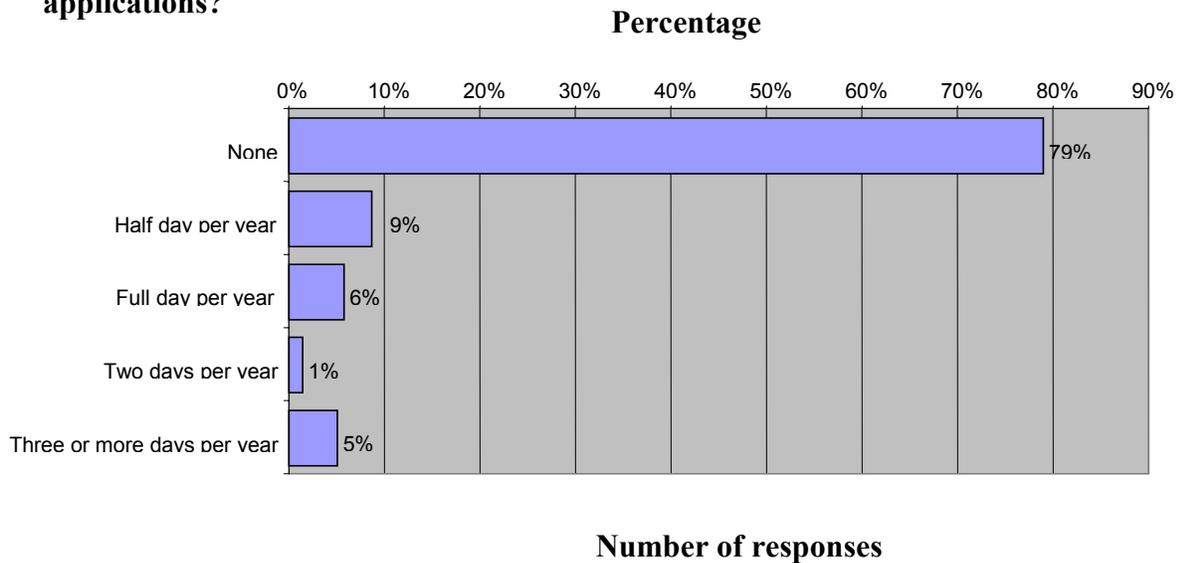
None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
103	20	8	2	5

16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



None	Half day per year	Full day per year	Two days per year	Three or more days per year
111	8	10	2	7

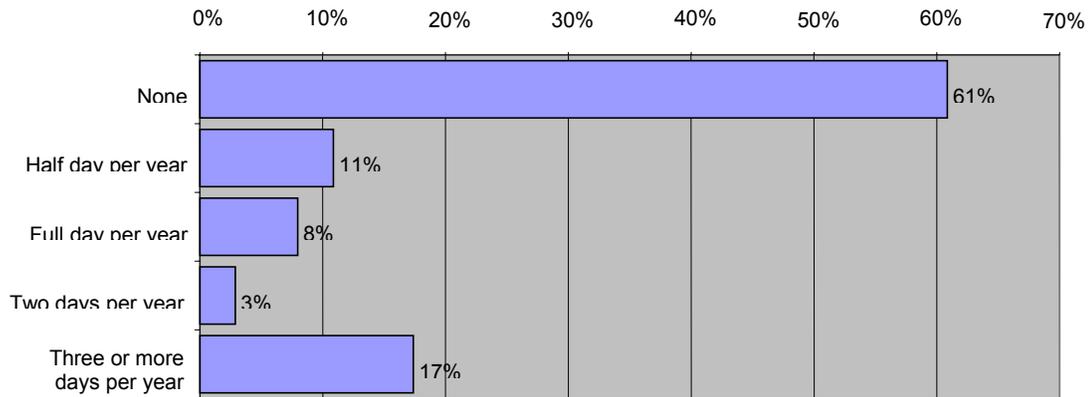
17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?



None	Half day per year	Full day per year	Two days per year	Three or more days per year
109	12	8	2	7

18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

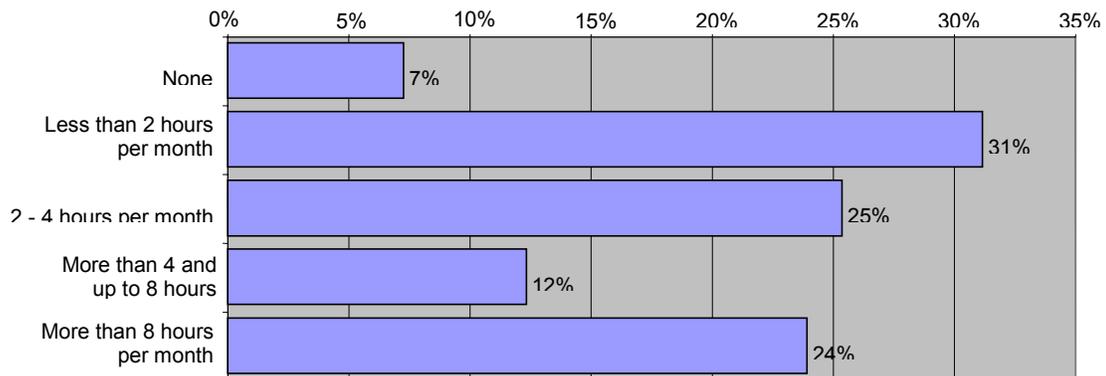


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
84	15	11	4	24

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

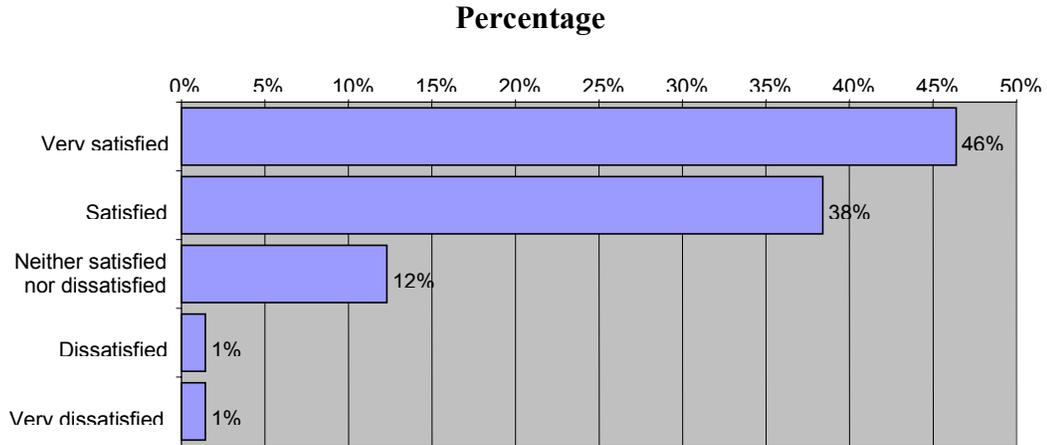
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
10	43	35	17	33

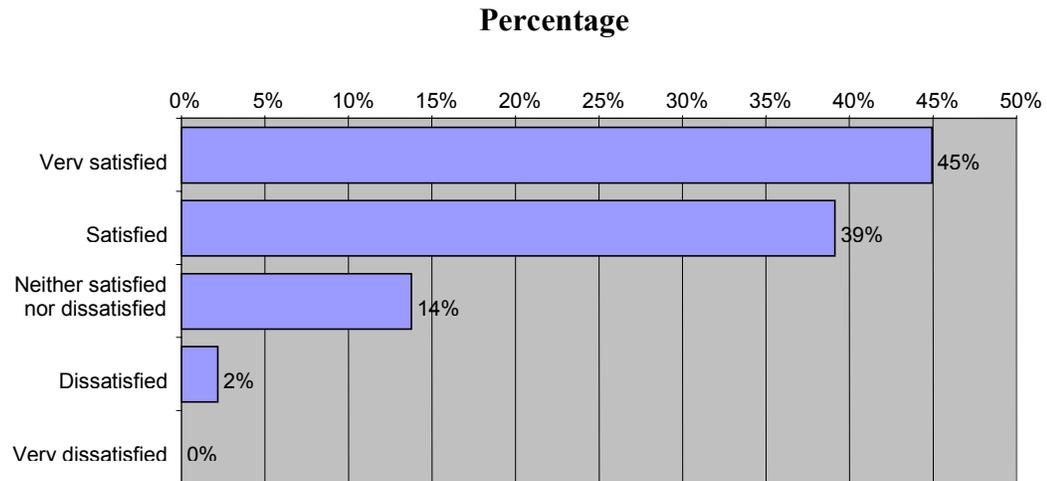
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
64	53	17	2	2

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
62	54	19	3	0

Comments

1. Workstations

Positive Feedback

- I seldom have problems with my computer. (IC)

Suggestions

- I use my computer to help me design telecom infrastructure in AutoCAD. I would like to be able to use my laptop for this, as I could use it on job sites away from my office, but my laptop is too old to run current AutoCAD applications. The ideal solution for me would be to surrender my old laptop and my desktop and get one laptop that would replace both. I would have to have a monitor large enough to display good sections of drawings. This would increase my productivity. Currently, I have to make hand drawn sketches, take notes, go back to my office, input them into AutoCAD, print them out, and take them back to job sites to review. If this could all be done on site, my efficiency would increase dramatically on large projects. (IC)
- Having a DVD writer would be good; a CD writer is essential for WS&C standard. (IC)

Issues

- Speaking from the perspective of standardized support, the computer systems selected for Laboratory business are adequate though a one key hardware configuration issue was missed-the memory configuration was sub-optimal. This is more important for scientific rather than administrative staff-from an operational and marketing point of view. This simple no-additional-cost memory configuration mistake may be used as fodder for standardization resistance. (IC)
- I'm using 2 PC's both XT machines for my day to day work, the new one which is a faster machine and has the new 'Workstation Standard' turns out to be performing slower to do my tasks than the older machine. (IC)
- Most help desk employees are well informed. I've had some difficulty with standardization on Palm software, and had to downgrade Palm OS to make it compatible with Oracle Calendar. Then that caused other problems. I had to sacrifice Palm functionality/applications. (IC)

- Since getting the new laptop as part of the WSC, I have problems sync-ing my palm to my LBL log-in domain. The steps to overcome this problem are: I have to log out of the LBL domain, log-in to the work station only, sync to palm, log back out of the workstation, and then log back into the LBL domain. (IC)

2. Support

Positive Feedback

- The help desk has always been very good and reliable in either fixing the problems I have had with my computer or referring me to the person who could help. (IC)
- I am very happy with the support I get from the UNIX group and with their team-oriented attitude. (IC)

Issues

- Programs that were on my PC but were not on the laptop I had to install myself. Polycam camera, Label printer, network printers. Ran into problems with the label printer, install disk would not properly install onto win-XP. (IC)
- It is unclear to me how software gets updated on my laptop. Who does this? For example, a pop up box came up this morning that asked whether I wanted a new version of some software package installed (wish I could remember which one). I have no idea whether this is a good idea or not. It'll pop up again tomorrow. Who keeps my version of Powerpoint, word, etc. up to date? I have to share files with others and it helps not to have issues with compatibility of managed systems. (IC)
- Laptop support is adequate...there are times I am satisfied, there are times I am dissatisfied. One thing that concerns me is my support person will tell me to do "a" with my system, while another support person will tell another person with similar situation to do "b" with their system. Need some consistency in approaches between support people. (IC)
- I've tried calling Help Desk a few times, but always get Voicemail. I filled out web form once, and got reply ~10 days later. (IC)
- New laptop delivered in September 2005 with no support, no applications loaded, just a box delivered. I had to load all applications and transfer data/settings myself. New computer has 50% of the specified RAM spec'd by Charlie and me. I have worked with Charlie and Gayle to get appropriate Ram since September. It has been 3 months since my computer was delivered and I still have not received the required RAM. I send emails every few weeks asking for it. I hope we provide better support outside CS! (IC)
- WHEN I get someone to work on my computer, I am usually very satisfied. (IC)
- During my use of a standardized desktop, I find overall it is sufficient though support quality has been spotty. Not all problems have been addressed in a timely

fashion and non-standard software is used as an opt-out tool for support staff. If non-standard software is found to be problematic, support staff should ask clients if they would like recharge support. I wasn't offered this option-- nor did I press for it but this is an important issue. (IC)

- In general, response time too slow from the help desk. Problems are not always fixed the first and frequently new problems are introduced. (IC)
- The help desk response time is usually too long requiring me to fix problem myself or get local IT help. (IC)
- It would be nice if the Central help desk was available at 7:00AM when we come in to work. Several times system or business application problems exist before the

3. Training & Documentation

Suggestions

- A document that outlines "how best to use you laptop from a remote locations", or "Successful scenarios for laptop users" would be useful. Something that the average user could pick up and use. (IC)

Issues

- Wish I had more time for training. I sometimes set aside time, or sign up for training, but at the appointed times, something more pressing comes up, and there is no one else to handle it, so training takes a back seat. Not good. (IC)

7. Survey

- "Resolving computer issues" is pretty vague. (IC)
- Questions 9 through 11: More accurate answer is < 2 hours/month or insignificant amount of time. (IC)
- I am an IT person but the above answers are provided as a "end" user of standard services such as email, calendar and other institutional applications. (IC)
- Not sure what is meant by question 15. I've spent time developing and improving an Access database which I use for my own job, but it has nothing to do with my workstation. (IC)
- Question 15 makes no sense: Surely you're not asking how much time I spend developing applications for fun. (IC)
- I don't think I understand #15. The category "for your own use" that excludes "required for your job", sounds like inappropriate use. (IC)
- I would not describe my time with reading manuals as "casual learning": (IC)

8. Clarifications

Workstations

- I am using a Macintosh Desktop, but I am running Windows XP in Virtual PC as well. (IC)
- Portable calendar might have some application. Off site login from home on my personal PC tends to be adequate. (IC)
- I have a Dell Latitude D800 Laptop Workstation. (IC)
- I don't have a standard workstation or laptop. (IC)
- I rarely use the Novell services/applications of my desktop machine such as mapped drive storage and/or e-folder but these services are installed on my machine nonetheless. (IC)

Support

- This response is going to skew the results. I AM the support person for Macintosh Computers. (IC)
- Most of the time I spend working on my workstations/Laptops involves removing spyware and or updating. (IC)
- My workstation is managed through the UNIX group, so I work with them as required if issues arise. (IC)
- I consistently use the standard load and tend not to depart too drastically from that. I use MS Office, Acrobat Distiller. I don't download shareware very much, if at all, and only for single use and then remove it. I don't like Calendar synchronization. (IC)
- I am a Computer systems administrator and was the Desktop Support person for my group up until about 6 months ago. (IC)
- I use my IT support person sometimes 20 minutes a month and most months I don't use him at all. (IC)
- Support for myself and others occur after the central support has serviced or addressed a computer problem. (IC)
- I am very satisfied with the support I give myself in maintaining my UNIX desktop and laptop. (IC)

Time

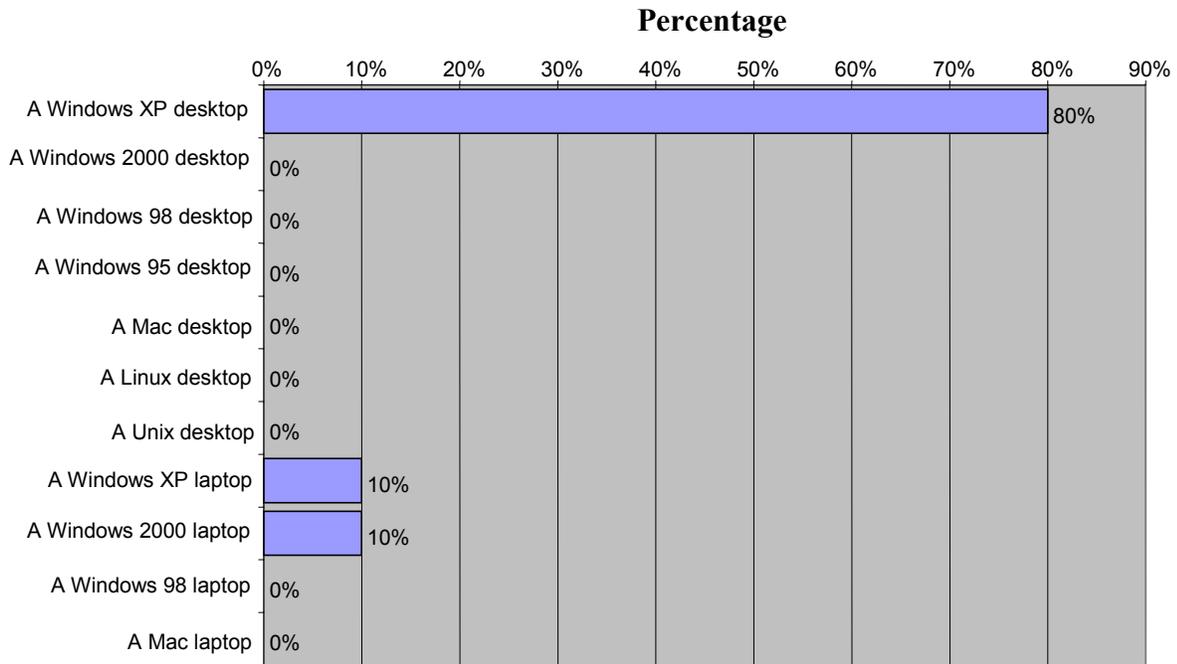
- I probably update and improve the organization of the files on my computer weekly. Nearly every work day I improve and add tools to improve my workflow and productivity and knowledge, which I can then use to better manage the software for which I am responsible. (IC)
- I regularly backup my own files; I use e-Room also. I perform disk maintenance weekly and virus protection near daily. (IC)
- 12) Less than 20 minutes a month, but most months -0- time taken with my IT person. (IC)
- backups and file organization are part of my job. (IC)
- I occasionally defrag my hard drive. (IC)
- on question 13, if I have to use another computer, I usually borrow one. (IC)

Training

- Mainly time spent after hours for personal pc's. (IC)
- Achieved advanced computer degree. (IC)
- This includes training related to my job function other than for PC applications. (IC)

Appendix H: Laboratory Directorate Survey Results

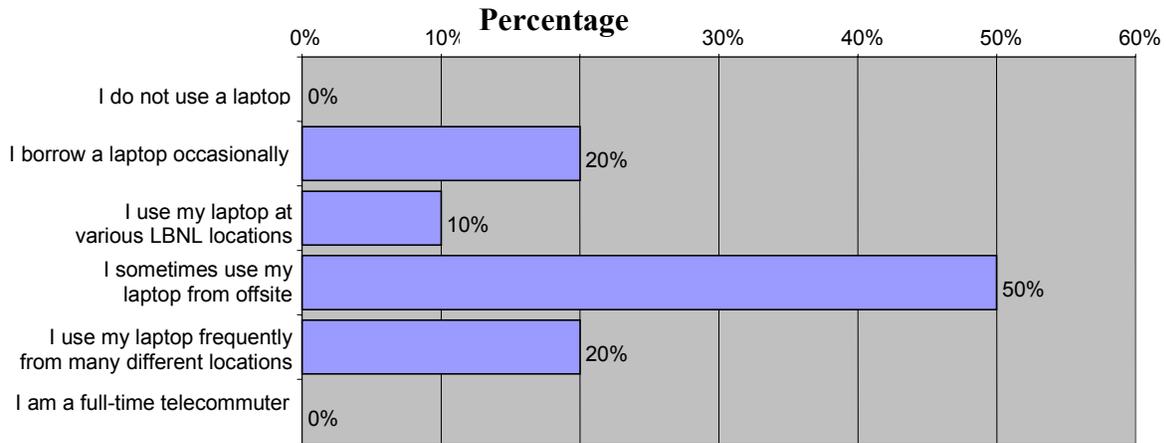
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
8	0	0	0	0	0	0	1	1	0	0

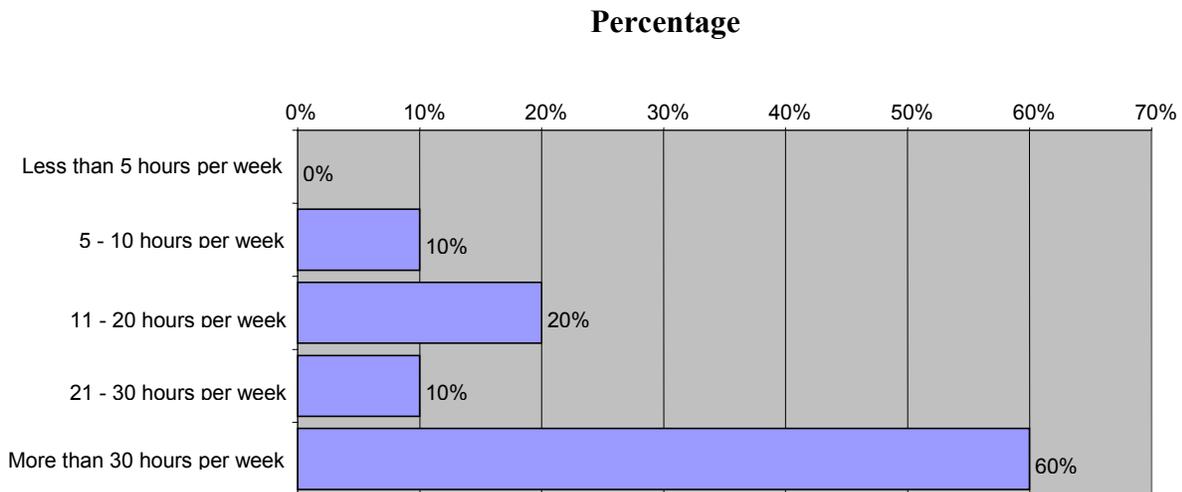
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
0	2	1	5	2	0

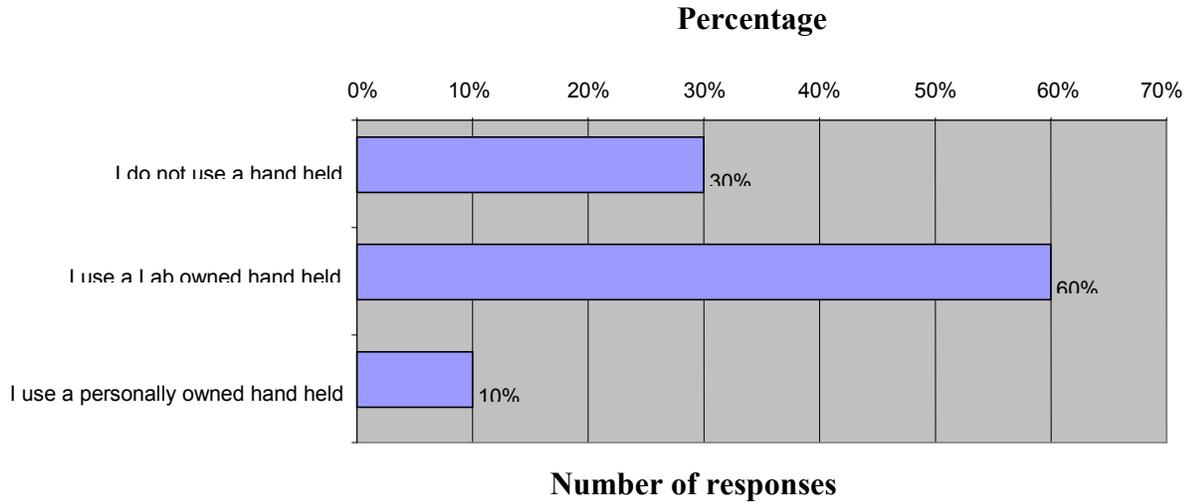
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

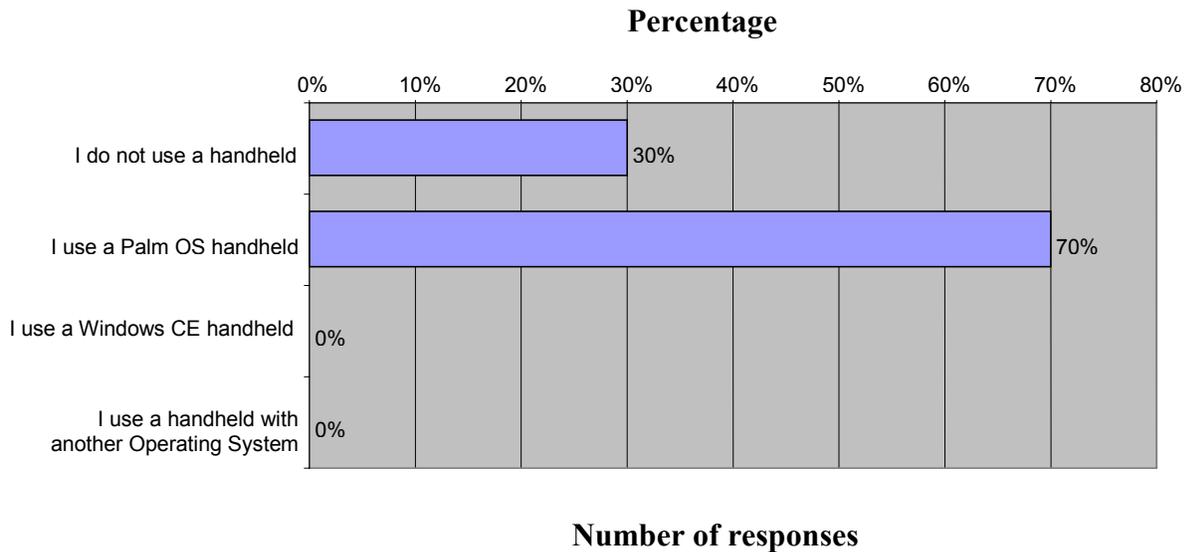
Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
0	1	2	1	6

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
3	6	1

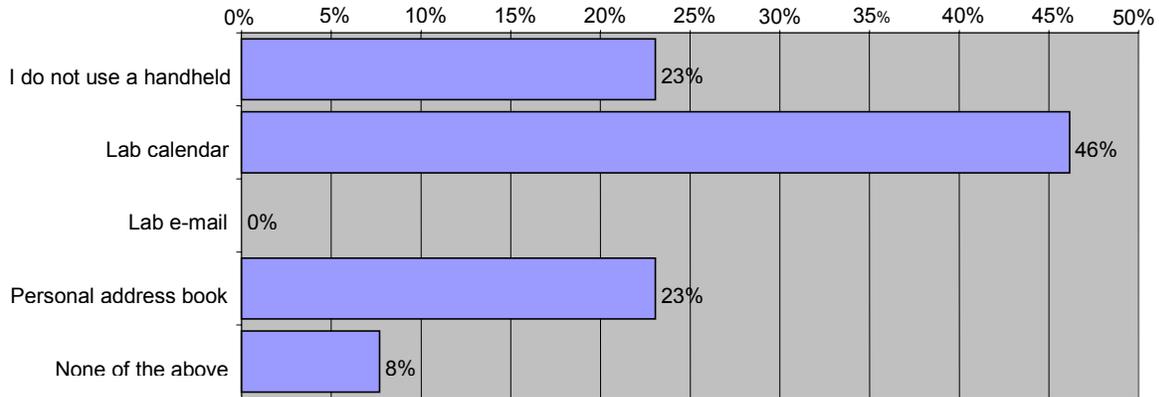
5. Which response best describes the handheld Operating System you use for LBNL business?



I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
3	7	0	0

6. Do you synchronize your handheld to any of the following? (check all that apply)

Percentage

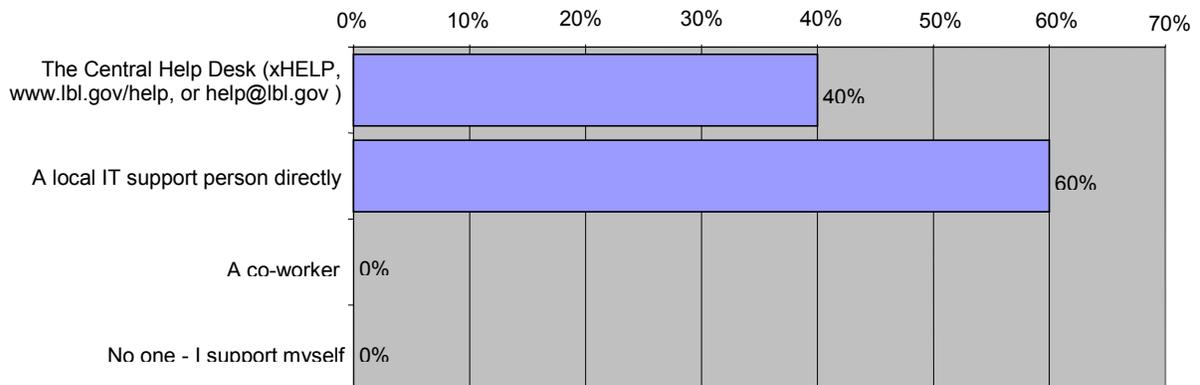


Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
3	6	0	3	1

7. Which response best describes who you most often contacted first when you needed support?

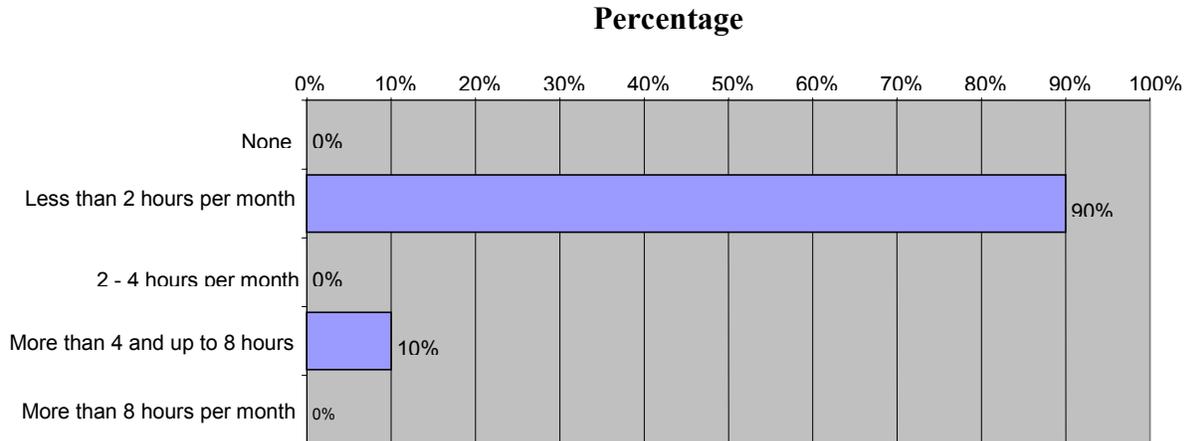
Percentage



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
4	6	0	0

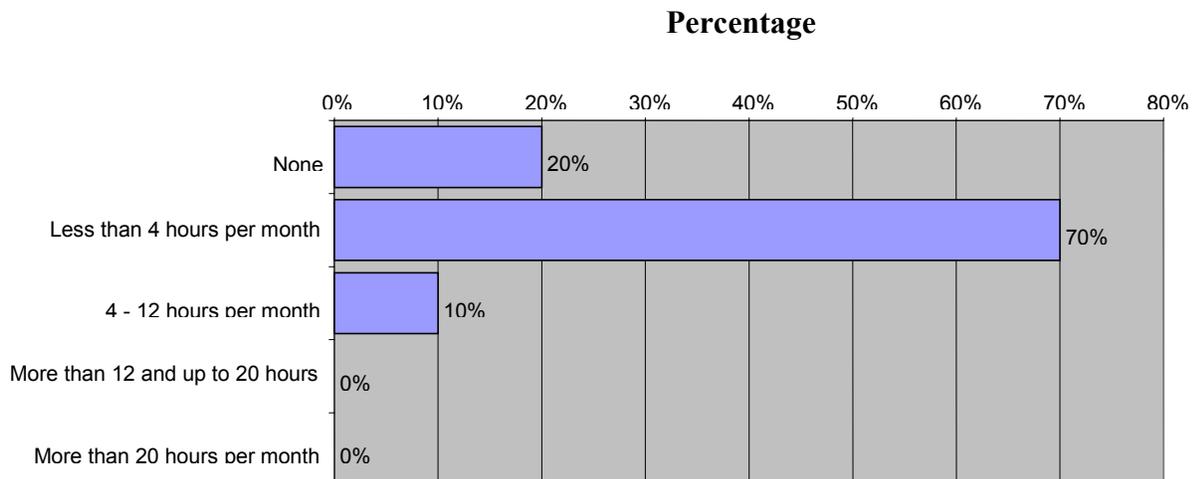
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
0	9	0	1	0

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

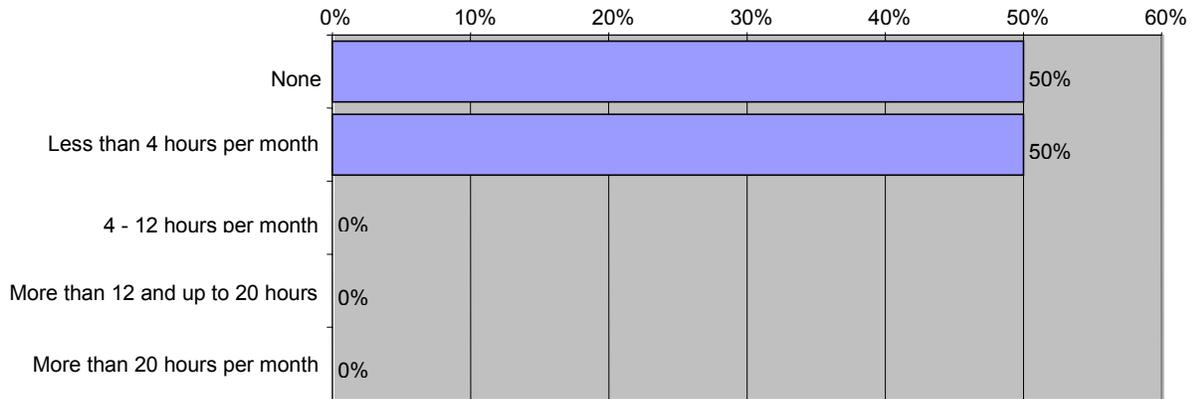


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
2	7	1	0	0

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

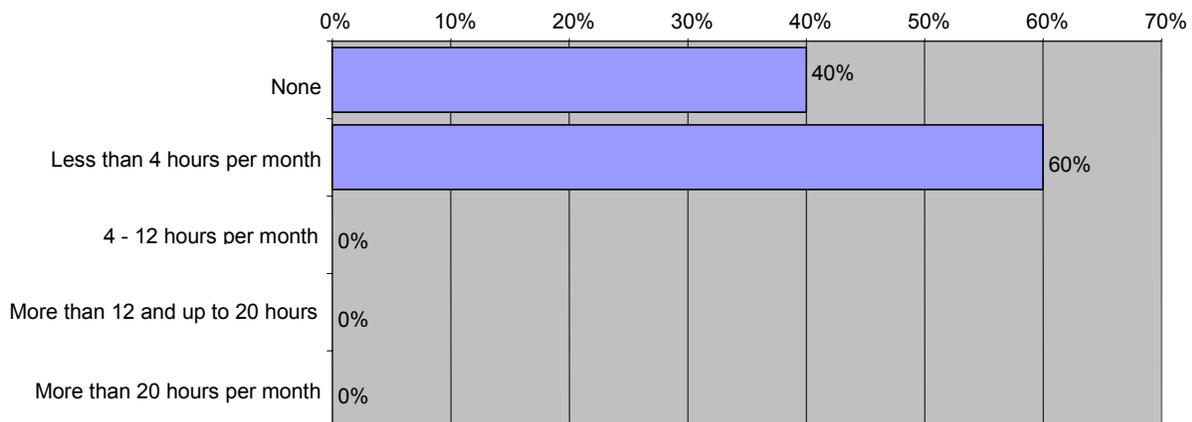


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
5	5	0	0	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

Percentage

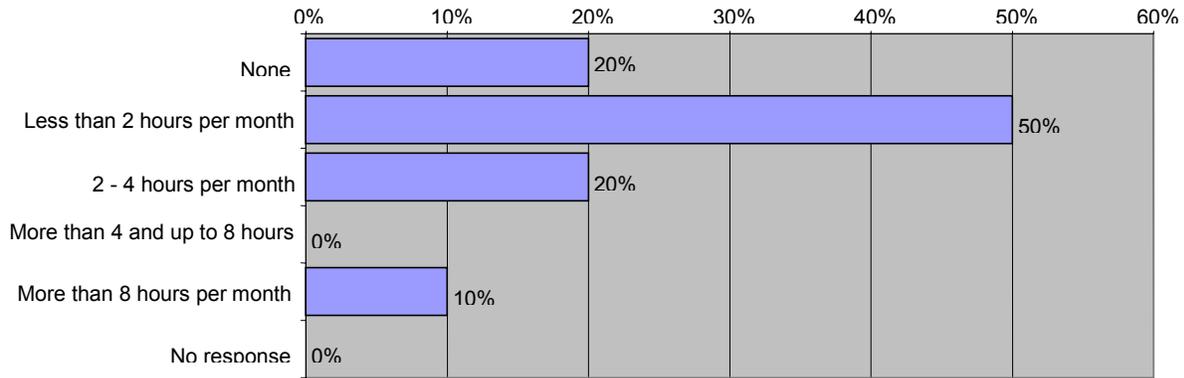


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
4	6	0	0	0

12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?

Percentage

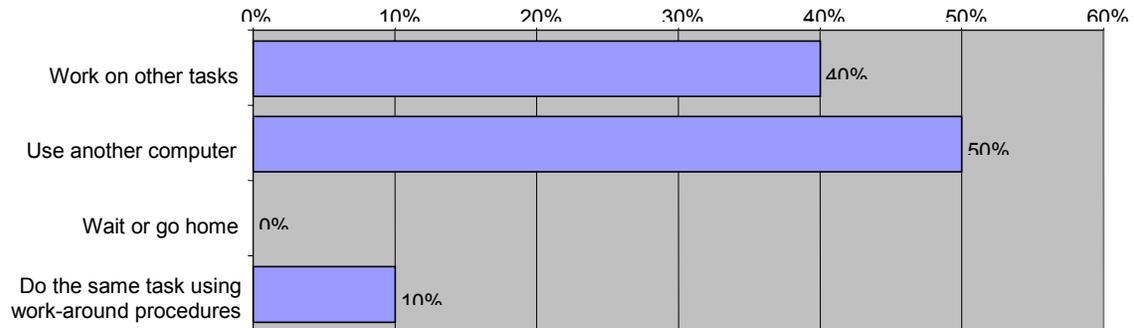


Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
2	5	2	0	1	0

13. Which response best describes what you did when you could not use your computer to do your work?

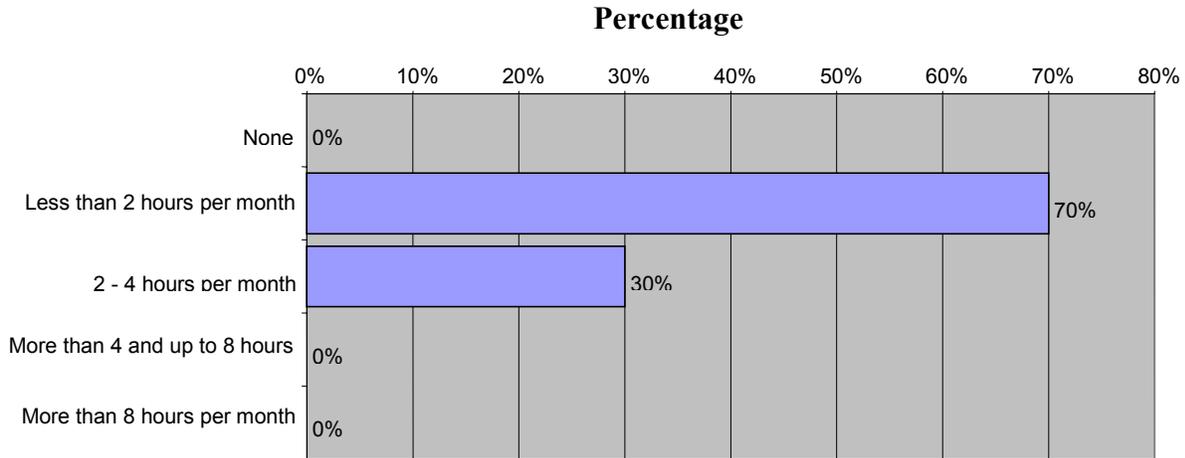
Percentage



Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
4	5	0	1

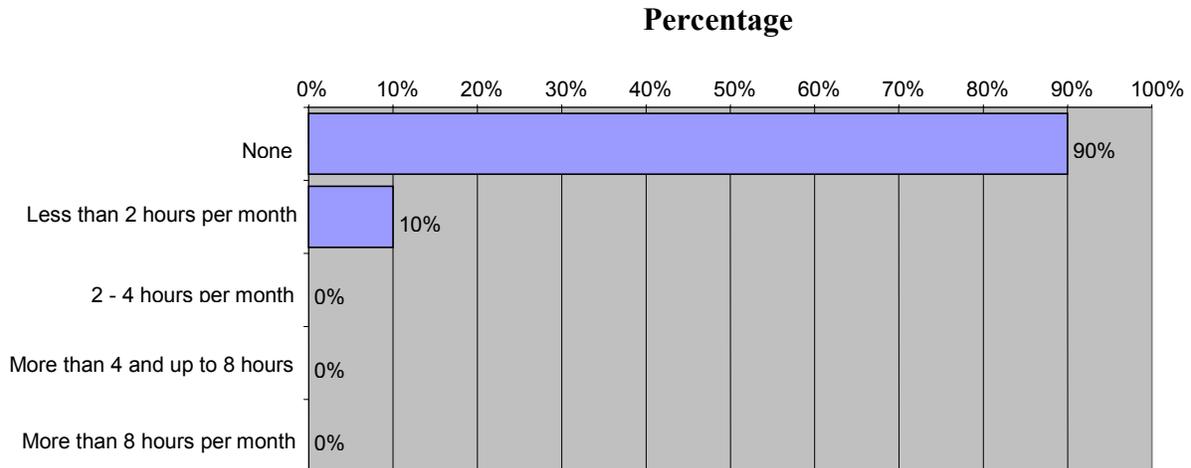
14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?



Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
0	7	3	0	0

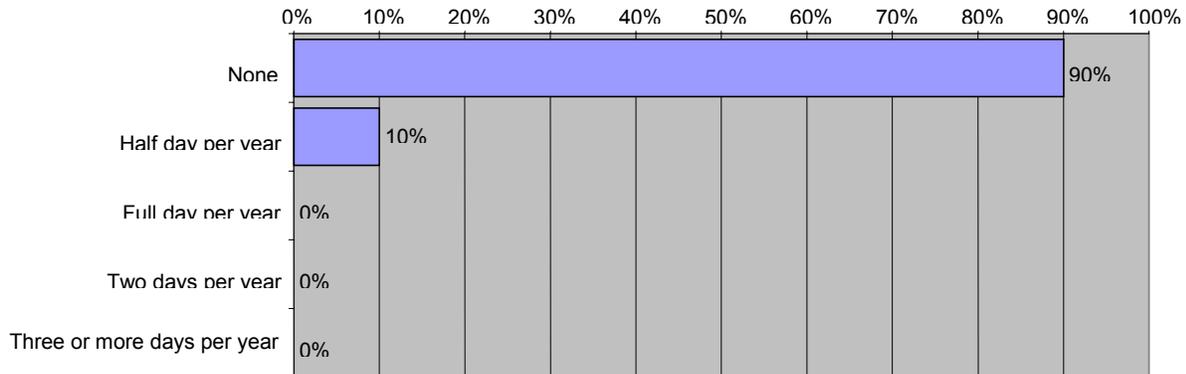
15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
9	1	0	0	0

Percentage

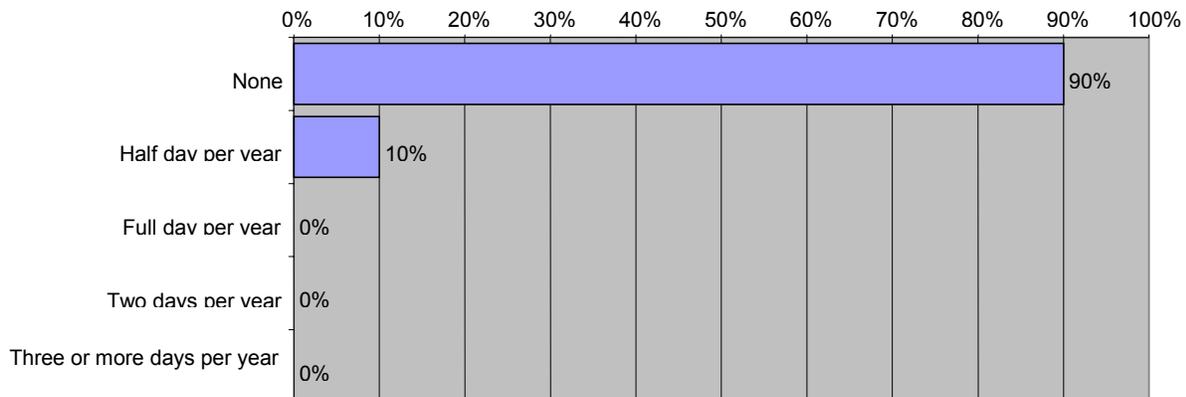


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
9	1	0	0	0

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?

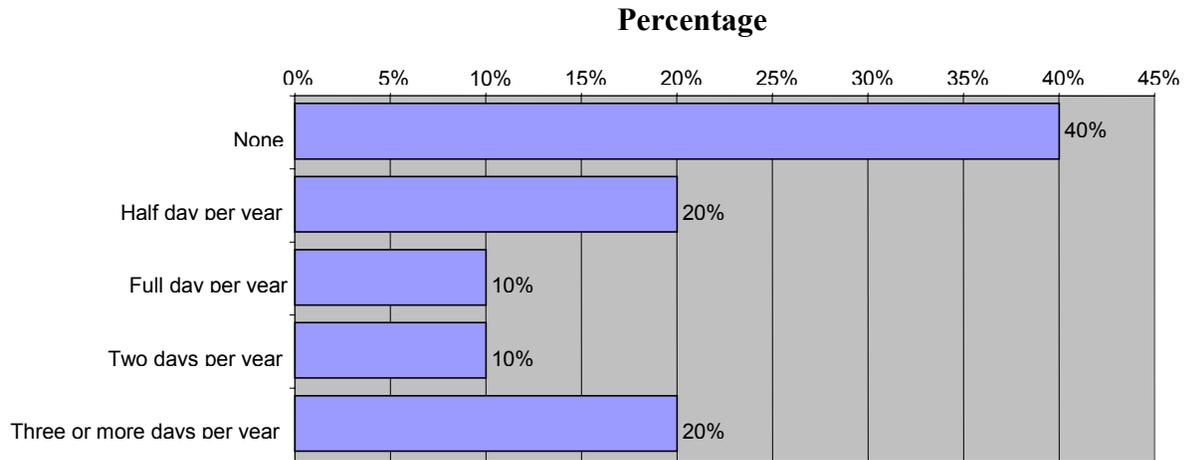
Percentage



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
9	1	0	0	0

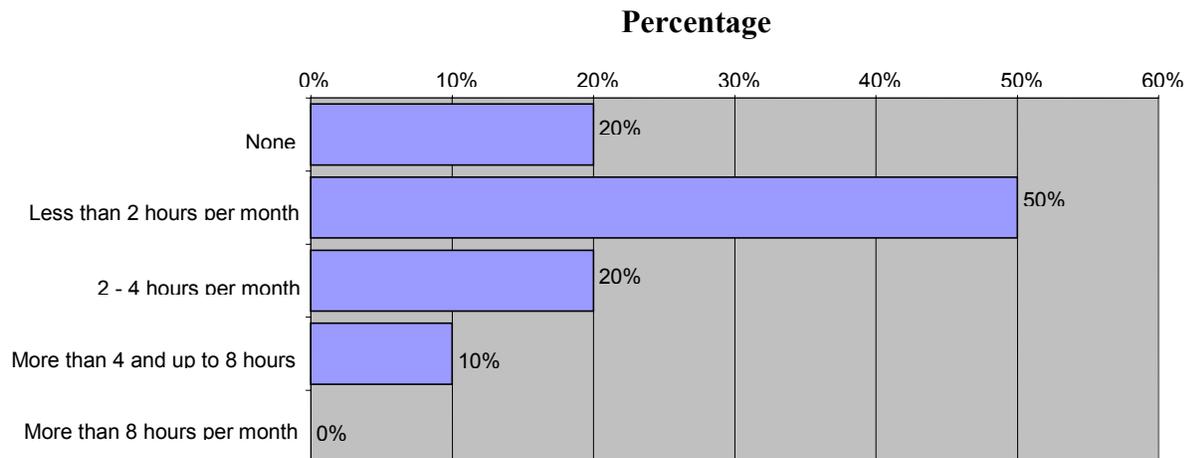
18. Which response best describes the amount of time you spent last year on training on custom business applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
4	2	1	1	2

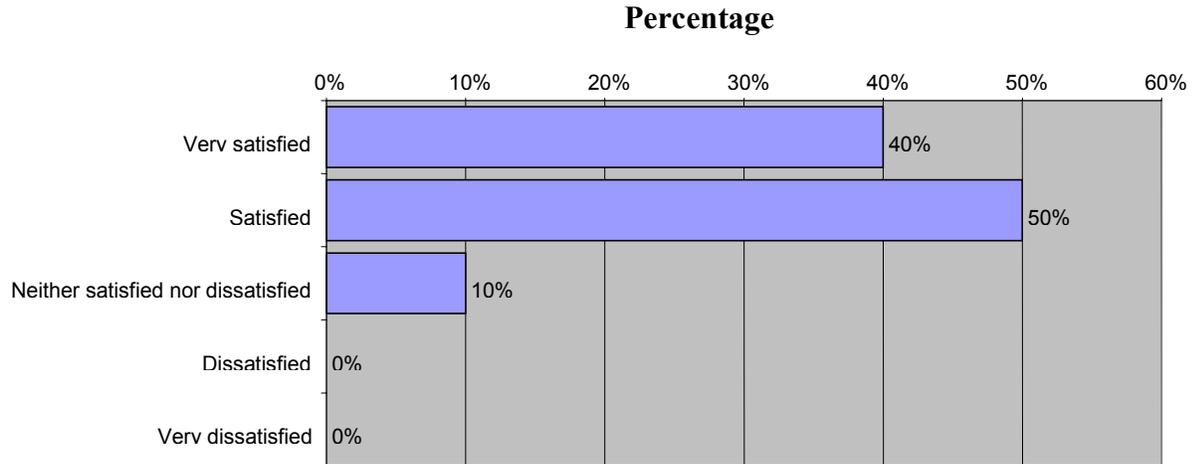
19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
2	5	2	1	0

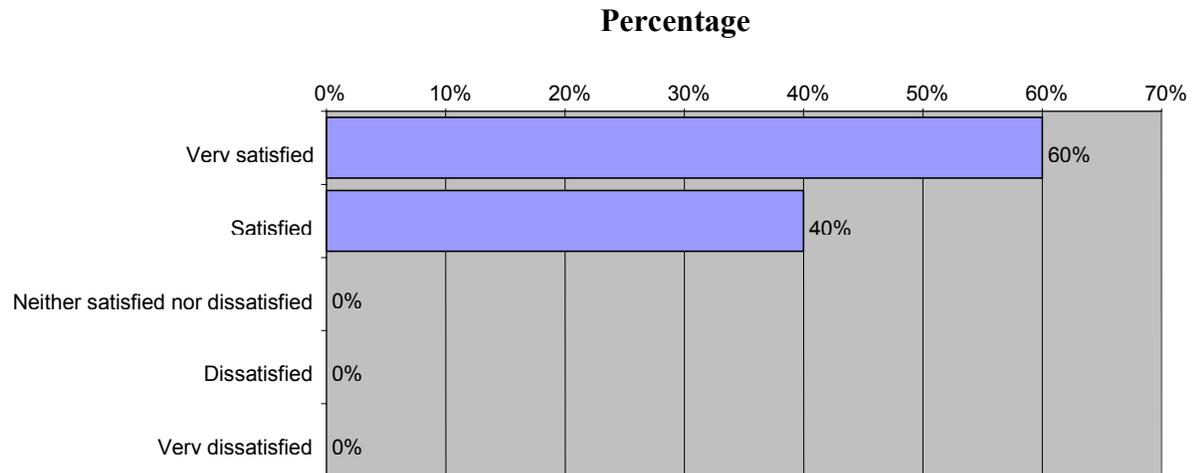
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
4	5	1	0	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
6	4	0	0	0

Comments

2. Support

Positive Feedback

- Brian Taylor provides outstanding support. (LD)

Issues

- Regarding question 7 - I have generally the IT support help desk in bldg 937. In the past, calls and messages to the central help desk resulted in no response. (LD)

8. Clarifications

Workstations

- Regarding question 2 - My dept has one laptop which is for sharing by the dept. Recently, this shared laptop was re-assigned to me on the property records apparently because I borrow it more than most for meetings or when working at a location other than my desk. (LD)

Support

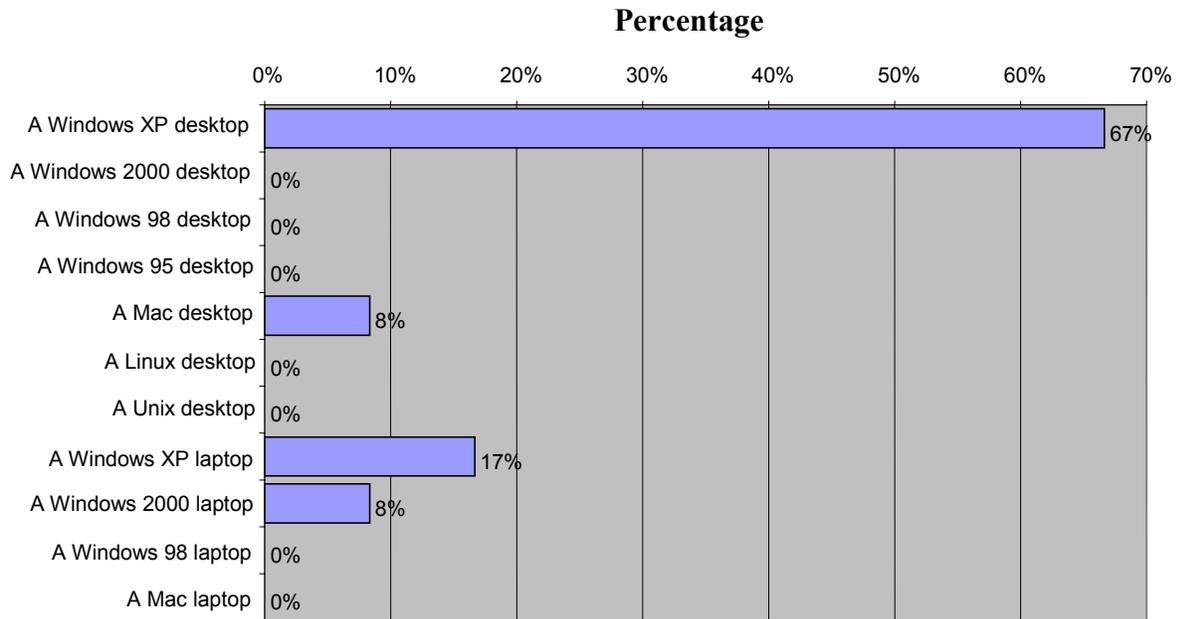
- Qn 7 - accurate response would be ISS lanops (iss-lanops@lbl.gov). Since this was not available, I selected local IT support directly. (LD)

Time

- Question #15 - But, I spend more than 8 hours per month if this question includes queries of FMS or HRIS. (LD)

Appendix I: Operations Survey Results

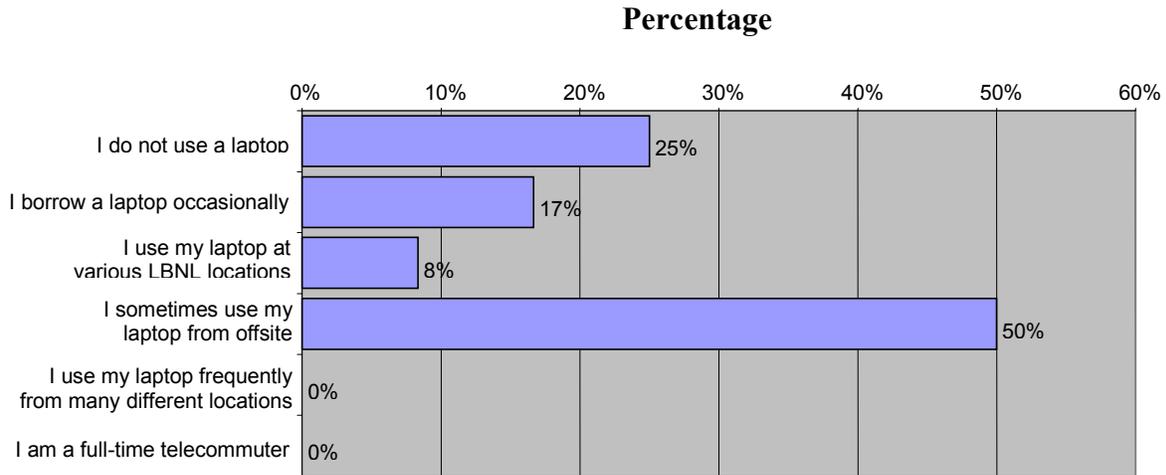
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
8	0	0	0	1	0	0	2	1	0	0

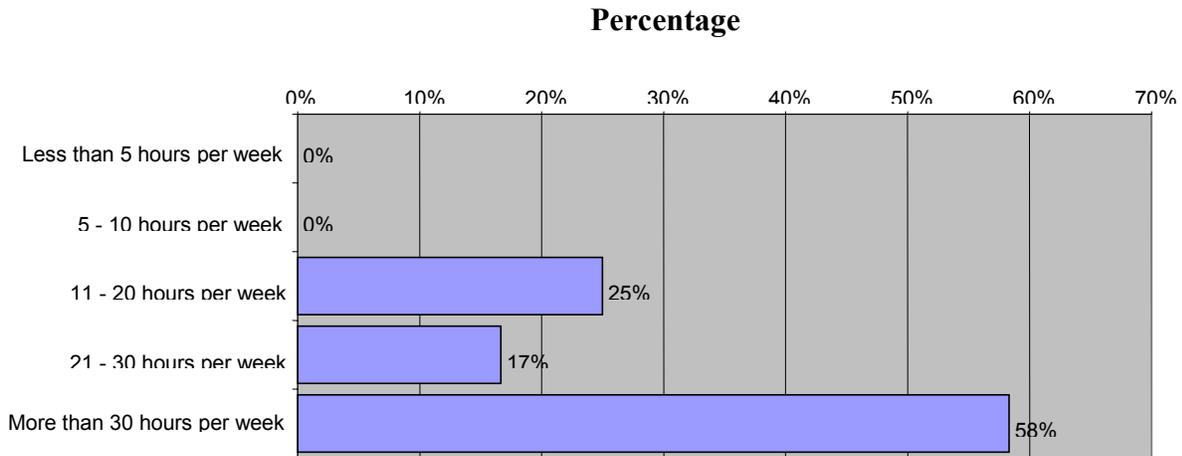
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
3	2	1	6	0	0

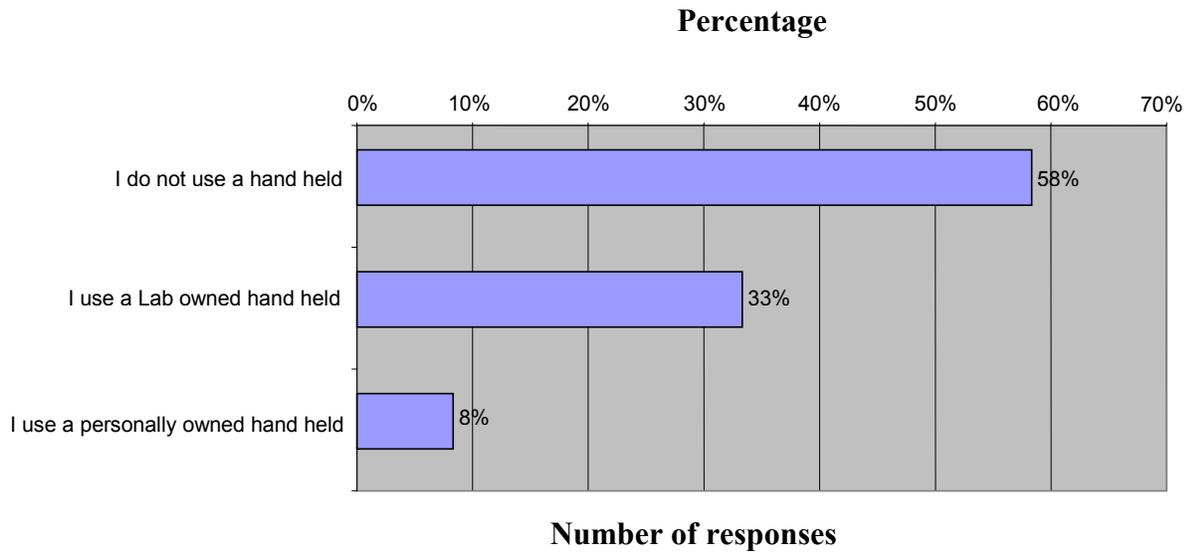
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

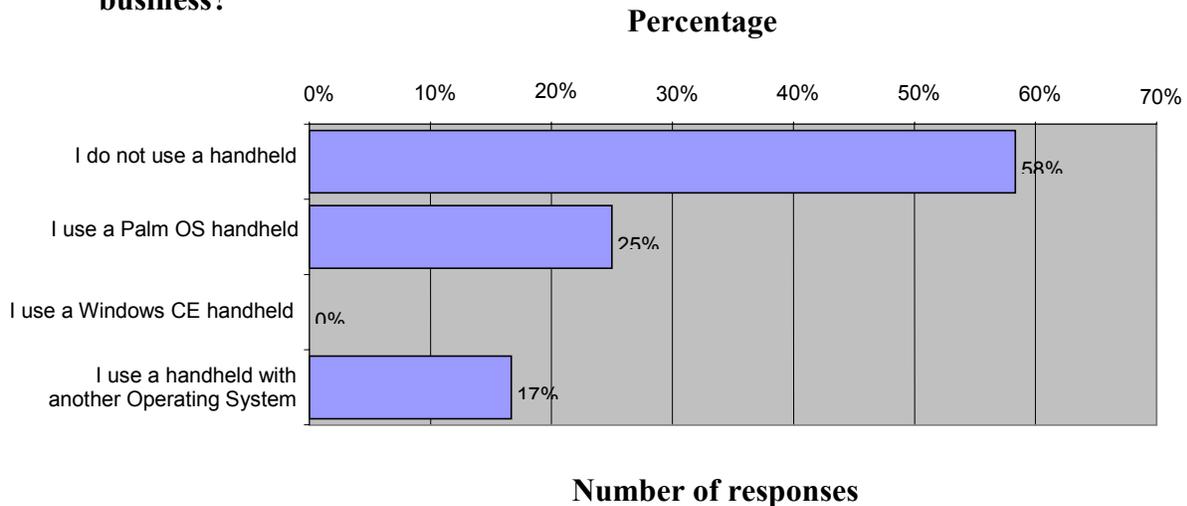
Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
0	0	3	2	7

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



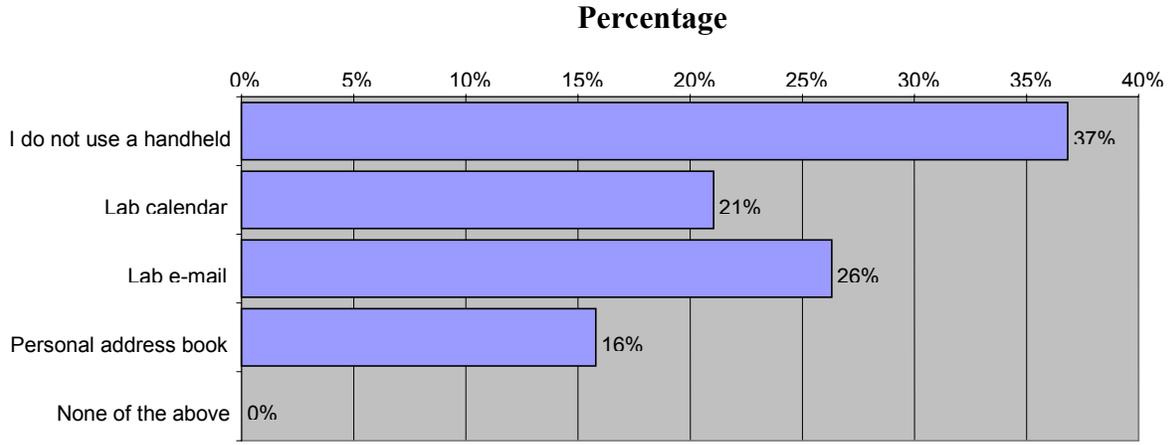
I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
7	4	1

5. Which response best describes the handheld Operating System you use for LBNL business?



I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
7	3	0	2

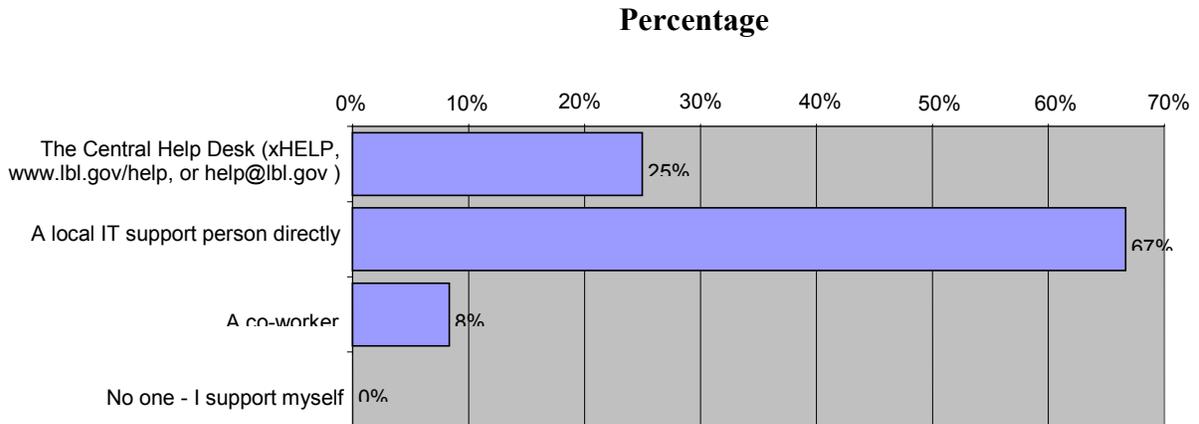
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
7	4	5	3	0

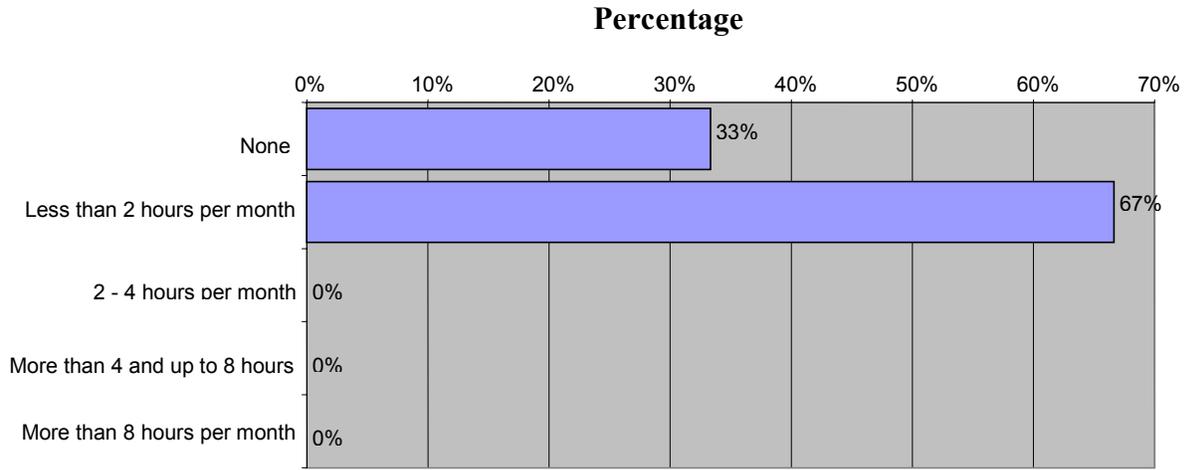
7. Which response best describes who you most often contacted first when you needed support?



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
3	8	1	0

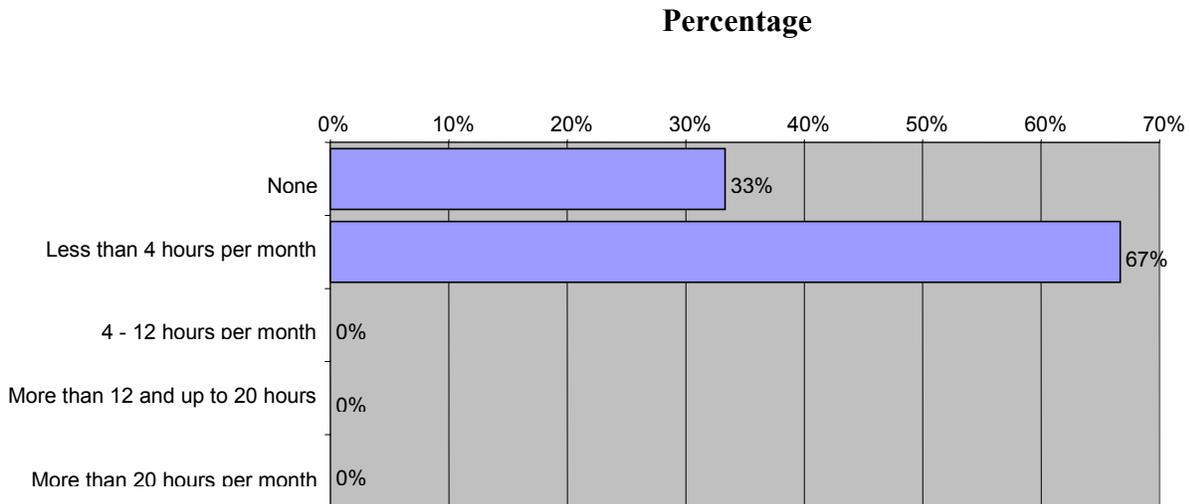
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
4	8	0	0	0

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?



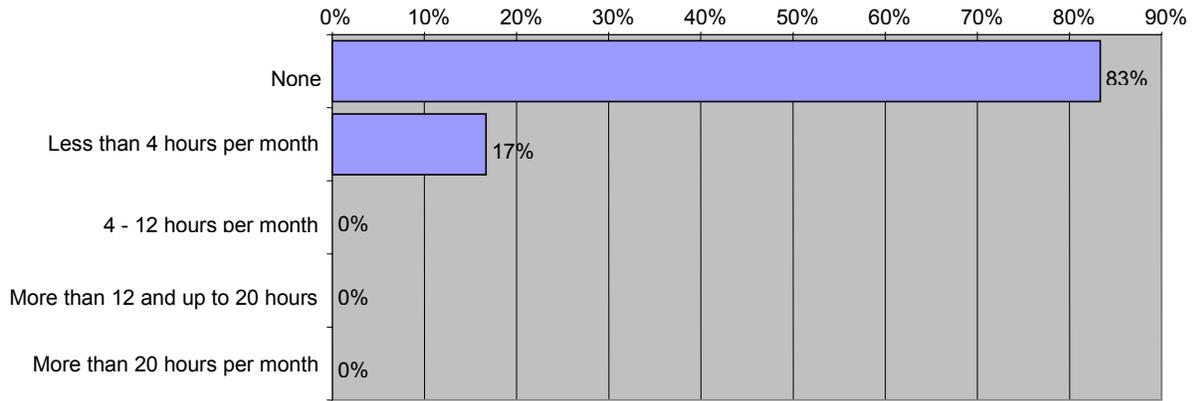
Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
4	8	0	0	0

4	8	0	0	0
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10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

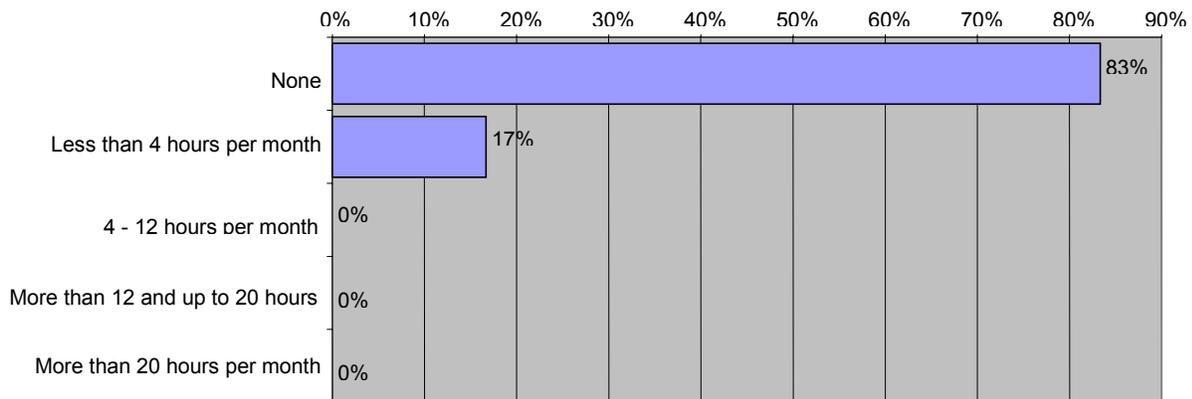


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
10	2	0	0	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

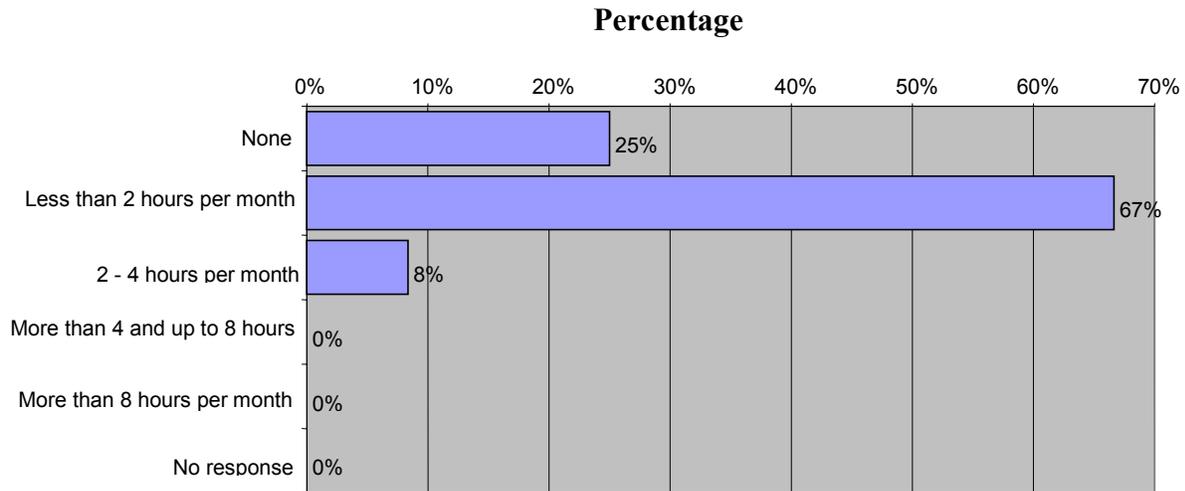
Percentage



Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
10	2	0	0	0

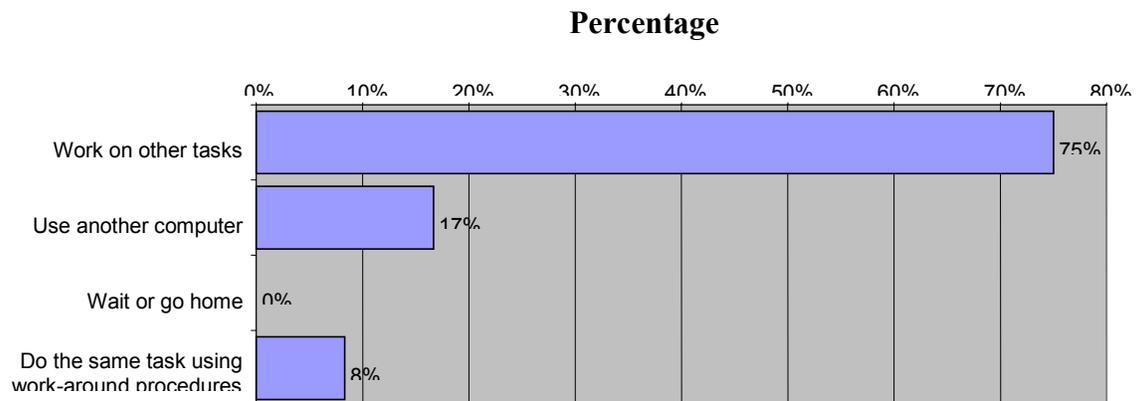
12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
3	8	1	0	0	0

13. Which response best describes what you did when you could not use your computer to do your work?

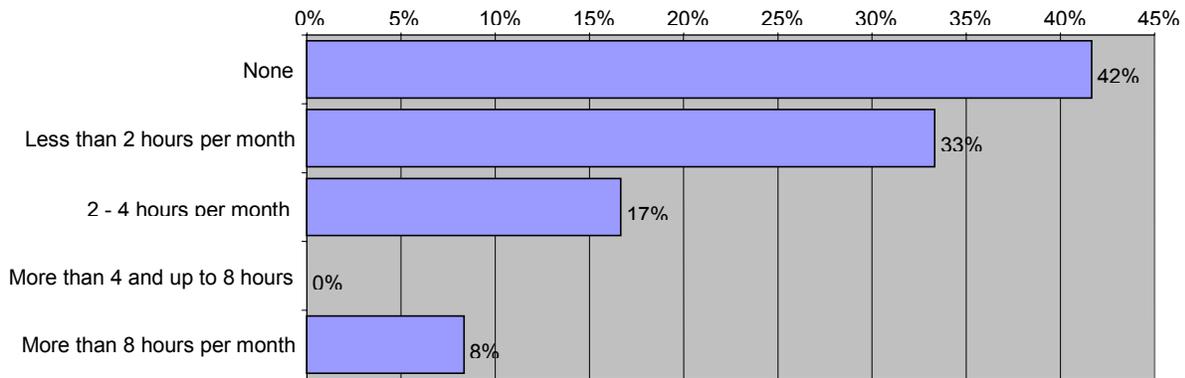


Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
9	2	0	1

14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?

Percentage

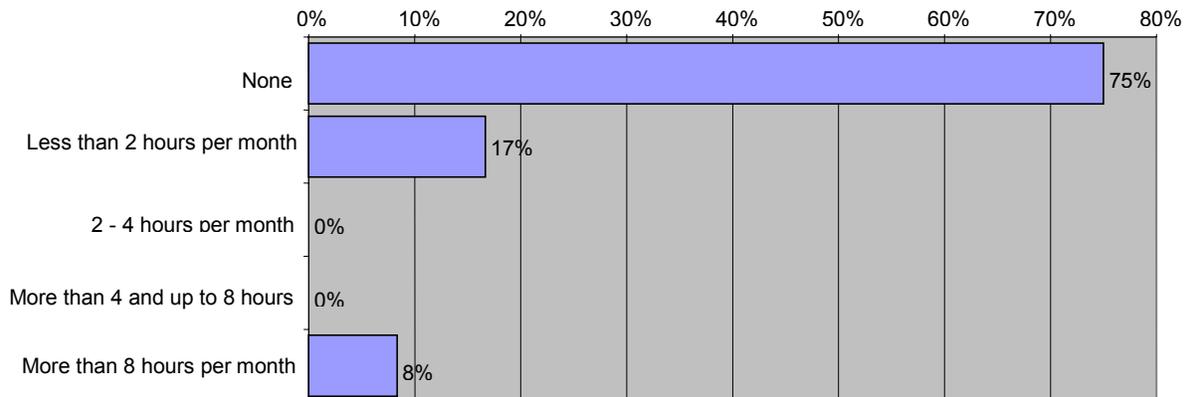


Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
5	4	2	0	1

15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

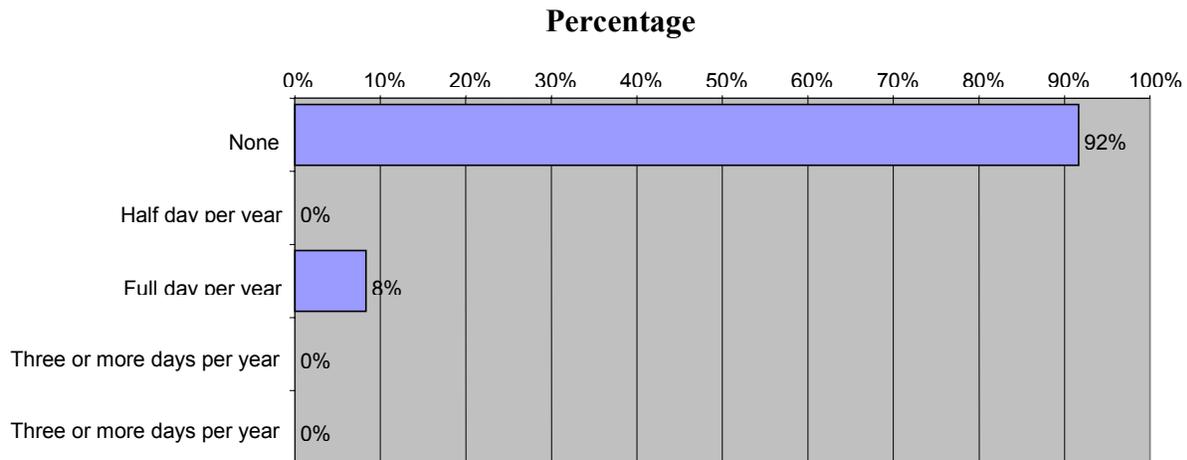
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 hours and up to 8 hours per month	More than 8 hours per month
9	2	0	0	1

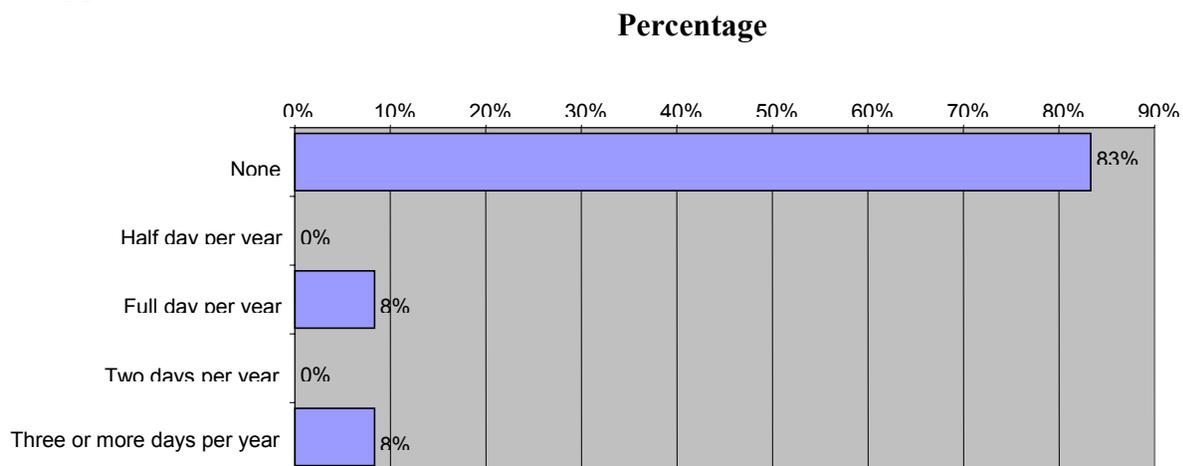
16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
11	0	1	0	0

17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?

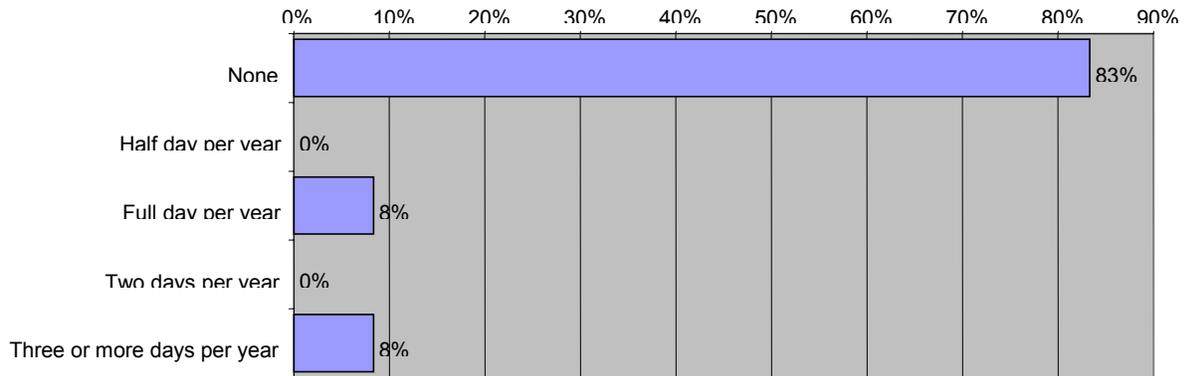


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
10	0	1	0	1

18. Which response best describes the amount of time you spent last year on training on custom business applications?

Percentage

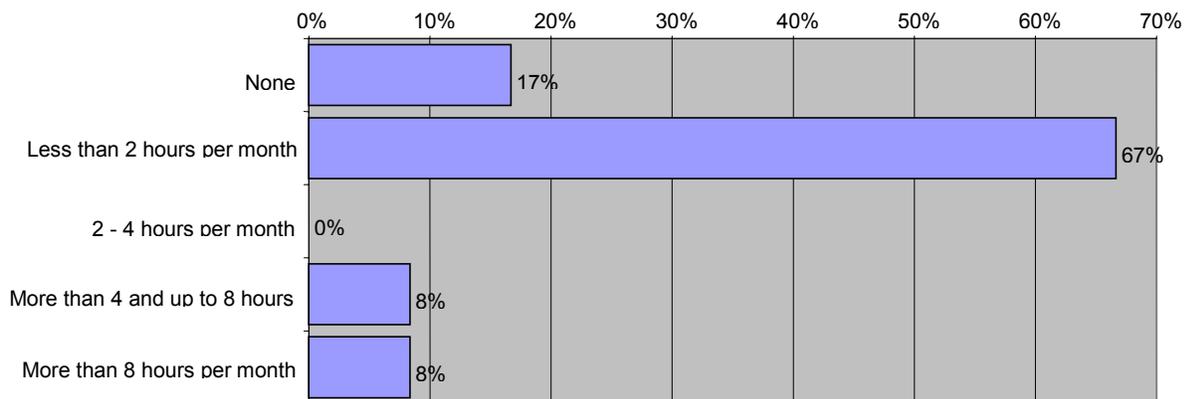


Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
10	0	1	0	1

19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?

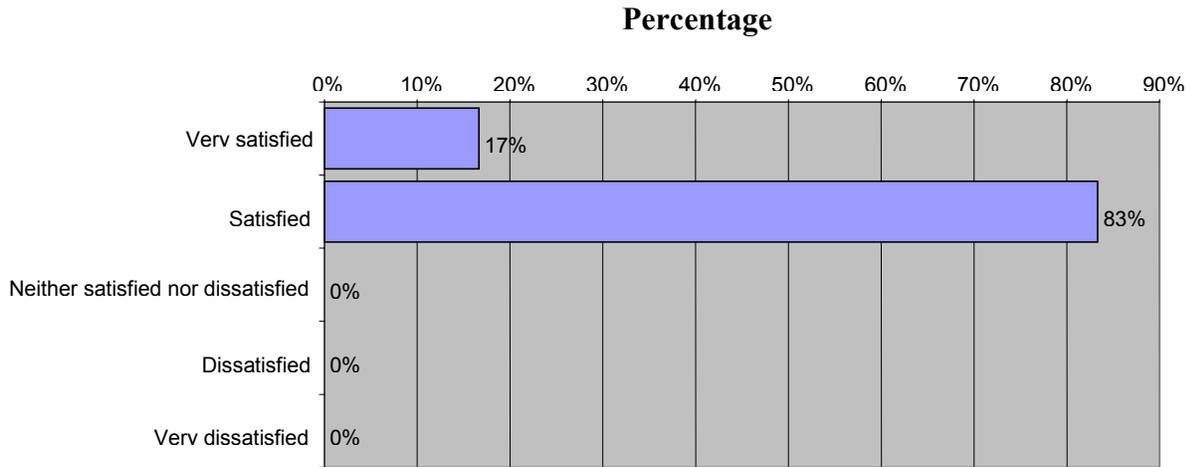
Percentage



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
2	8	0	1	1

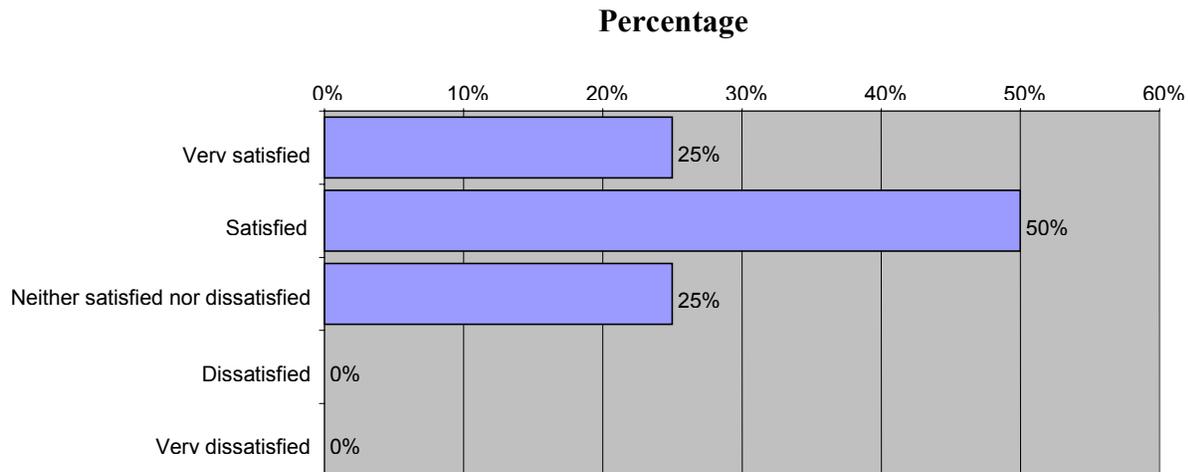
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2	10	0	0	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
3	6	3	0	0

Comments

1. Workstations

Issues

- Need better quality computers, more connectivity, standardization and training (OP)

2. Support

Positive Feedback

- support has been great. (OP)

Issues

- Just a suggestion on Help Desk hours. Could they start at 7:30am? A number of people get here before 8am and typically have to wait until then if their computer isn't working correctly when they arrive. (OP)

3. Training & Documentation

Issues

- Would like to have more training. (OP)
- I need ... training (OP)

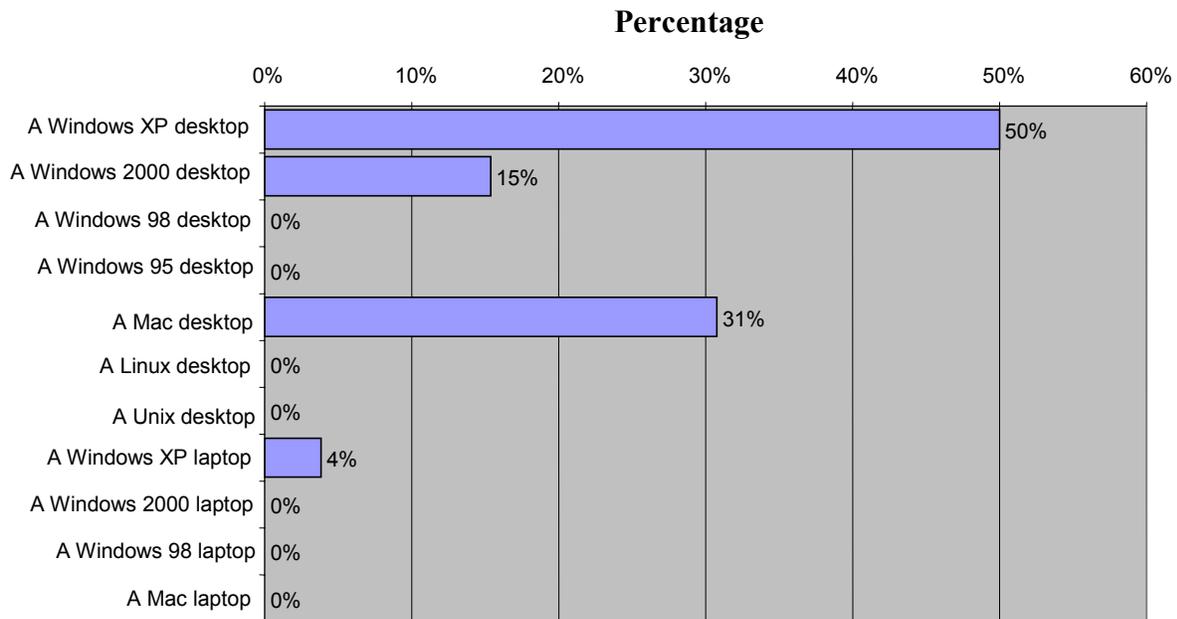
8. Clarifications

Workstations

- I use my laptop exclusively between off-site telecommute location (Mon/Tues) and onsite (Wed/Thurs/Fri). (OP)

Appendix J: Public Affairs Survey Results

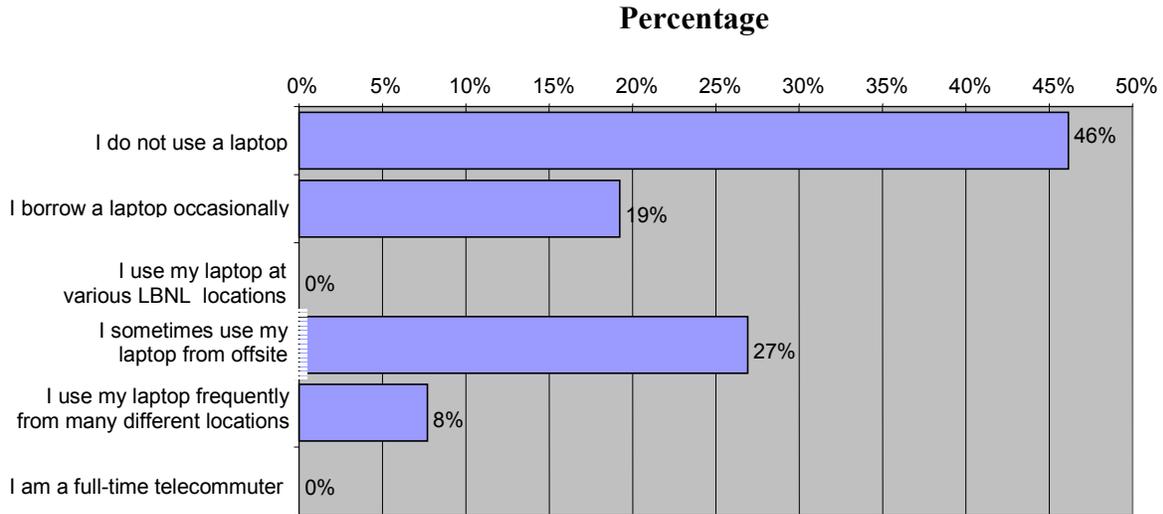
1. What is your primary computer?



Number of responses

Windows XP Desktop	Windows 2000 Desktop	Windows 98 Desktop	Windows 95 Desktop	Mac Desktop	Linux Desktop	Unix Desktop	Windows XP Laptop	Windows 2000 laptop	Windows 98 laptop	Mac laptop
13	4	0	0	8	0	0	1	0	0	0

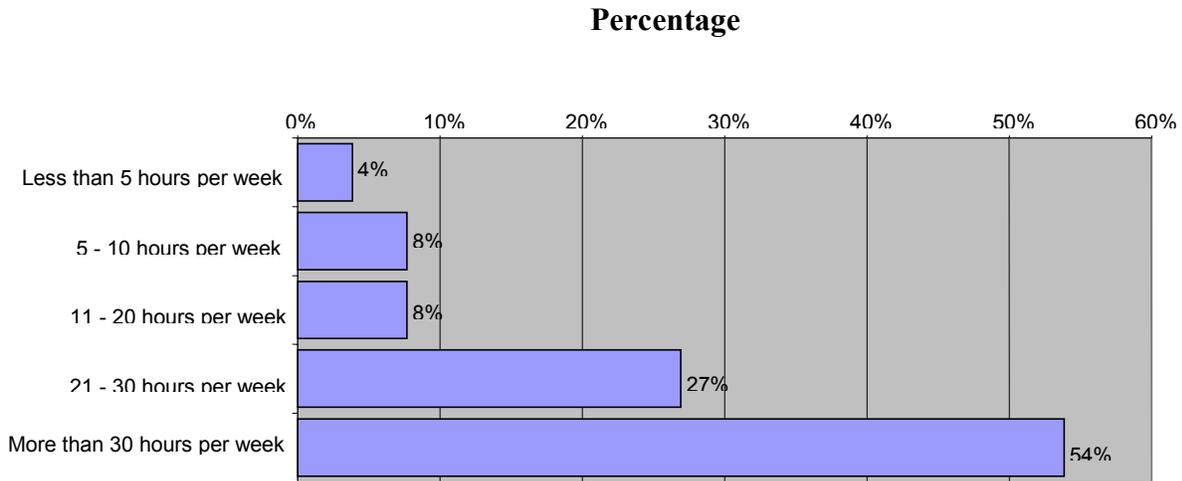
2. Which response best describes your work related laptop computer usage?



Number of responses

I do not use a laptop	I borrow a laptop occasionally	I use my laptop at various LBNL Locations	I sometimes use my laptop From offsite	I use my laptop frequently from many different locations	I am a full-time telecommuter
12	5	0	7	2	0

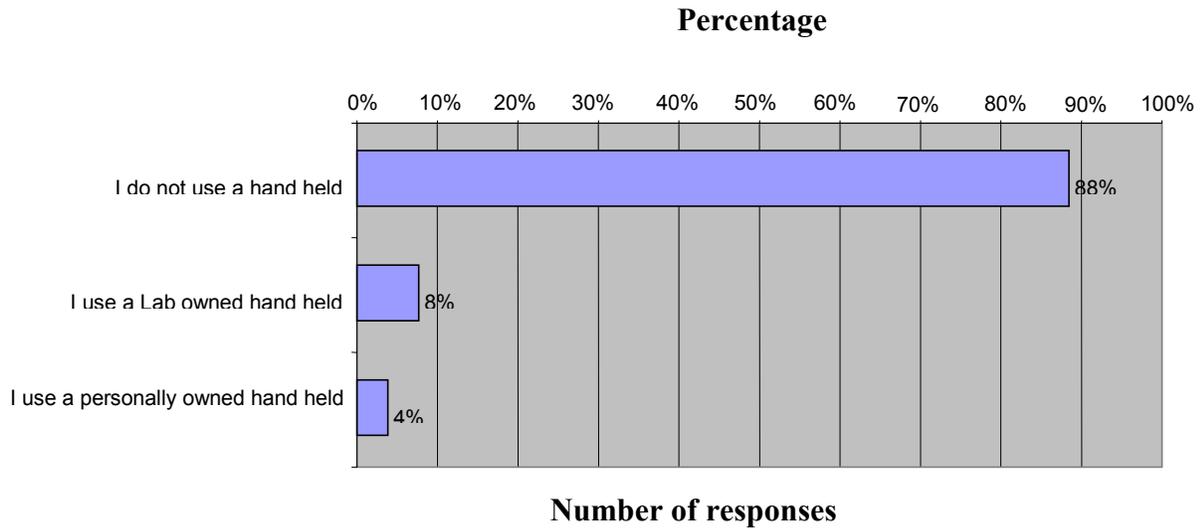
3. Which response best describes the average number of hours you spent per week using your LBNL computers?



Number of responses

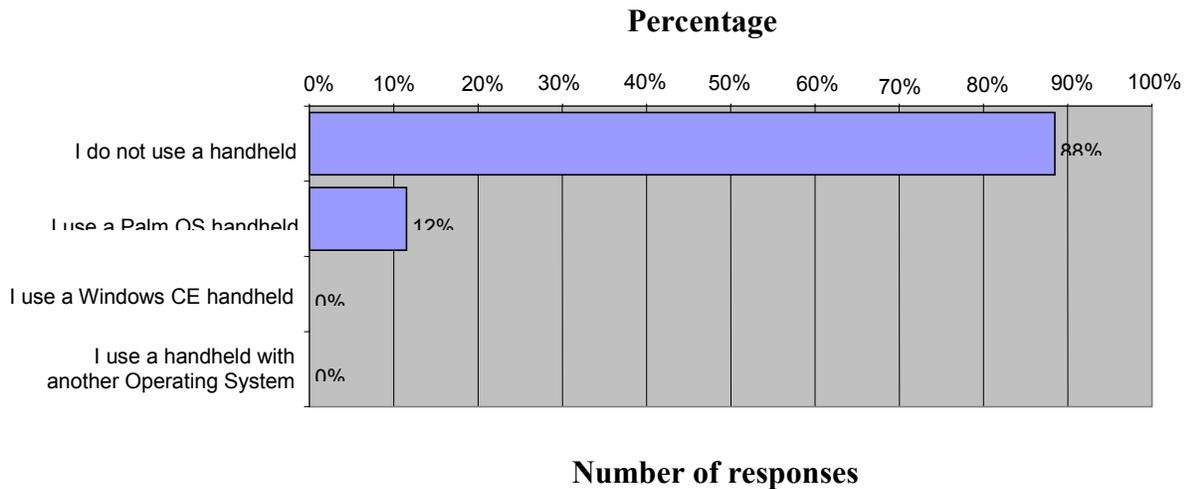
Less than 5 hours per week	5-10 hours per week	11-20 hours per week	21-30 hours per week	More than 30 hours per week
1	2	2	7	14

4. Which response best describes your handheld computer (Palm, Treo, Compaq IQ, Blackberry, etc) usage for LBNL business?



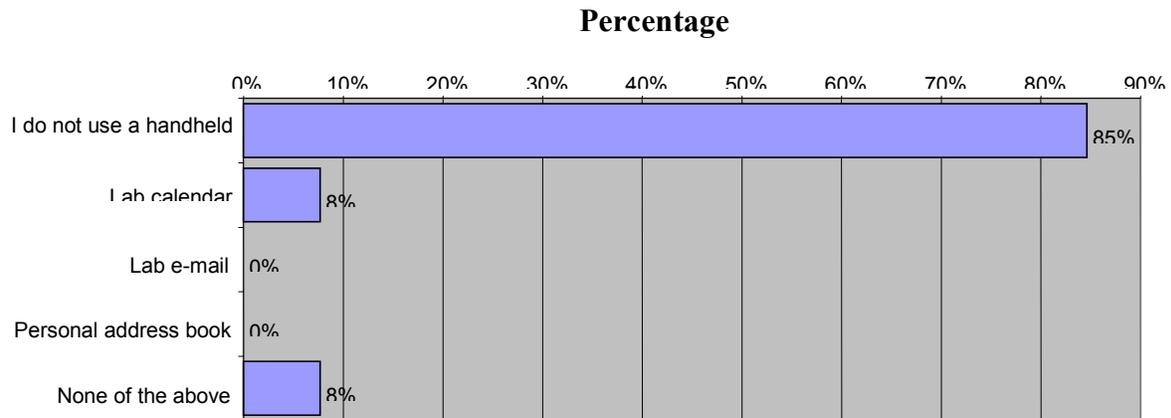
I do not use a hand held	I use a Lab owned hand held	I use a personally owned hand held
23	2	1

5. Which response best describes the handheld Operating System you use for LBNL business?



I do not use a hand held	I use a Palm OS hand held	I use a Windows CE hand held	I use a hand held with Another operating system
23	3	0	0

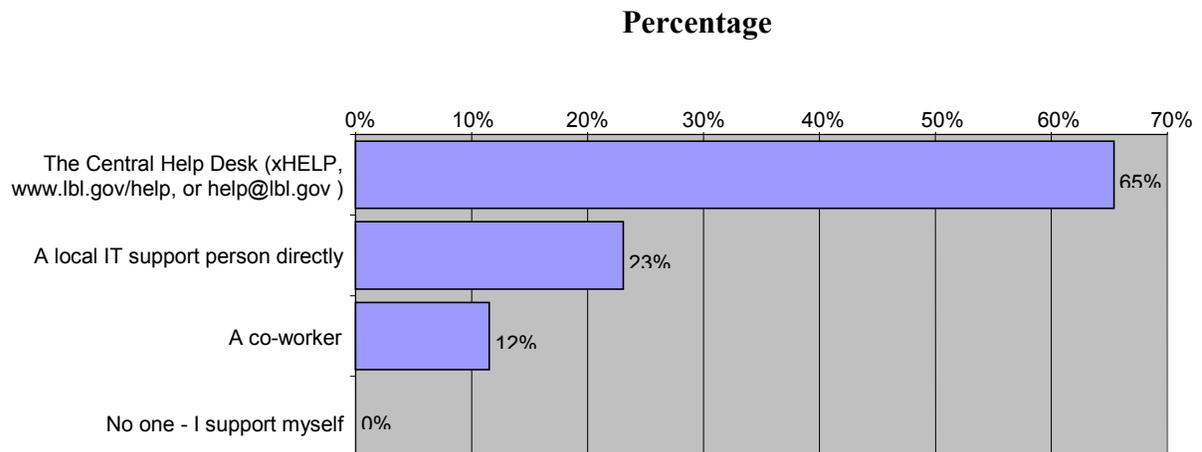
6. Do you synchronize your handheld to any of the following? (check all that apply)



Number of responses

I do not use a handheld	Lab calendar	Lab e-mail	Personal address book	None of the above
22	2	0	0	2

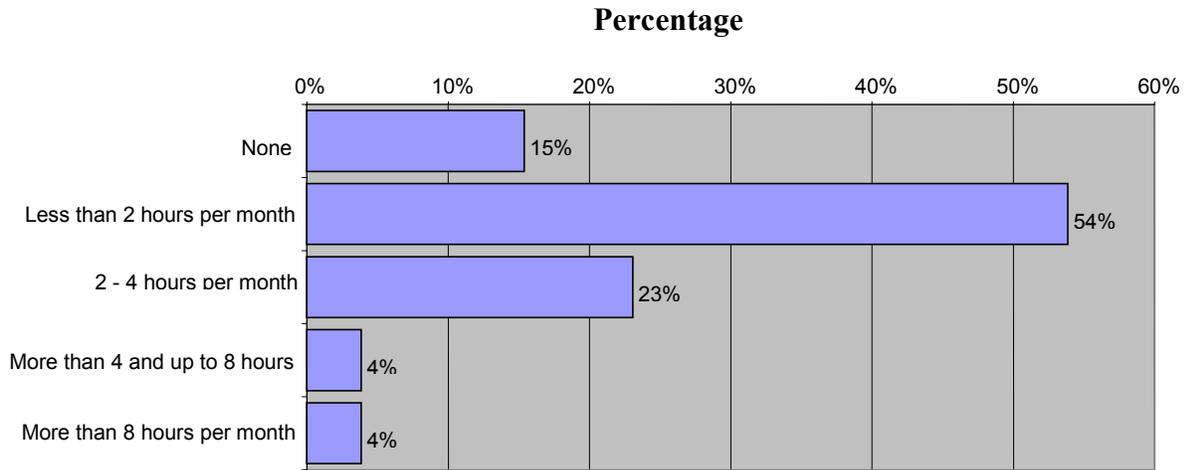
7. Which response best describes who you most often contacted first when you needed support?



Number of responses

The Central Help Desk (xHELP, www.lbl.gov/help , or help@lbl.gov)	A local IT support person directly	A co-worker	No one – I support myself
17	6	3	0

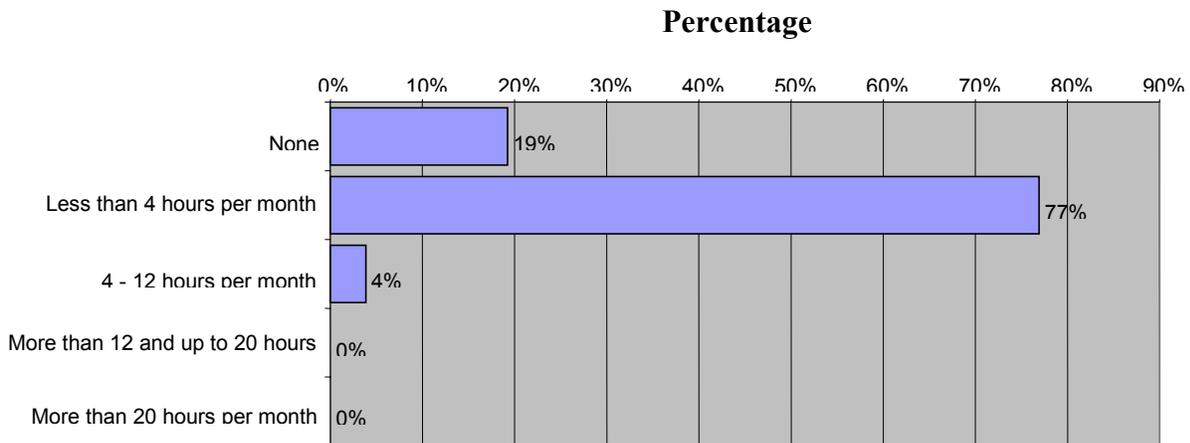
8. Which response best describes how many hours you spent per month resolving computer issues yourself (excluding those issues that are part of your job to resolve?)



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours a month	More than 8 hours per month
4	14	6	1	1

9. Which response best describes how many hours you spent per month resolving computer issues with the Central Help Desk or local IT support person?

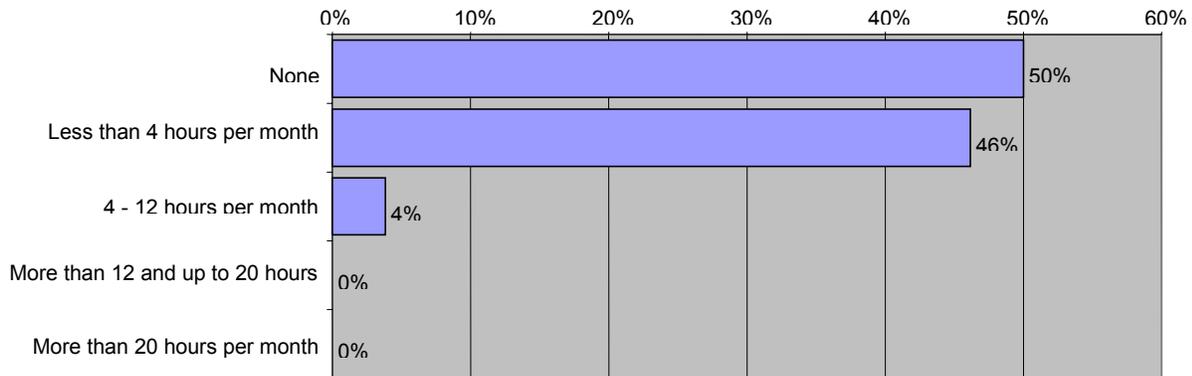


Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 20 hours per month	More than 20 hours per month
5	20	1	0	0

10. Which response best describes how many hours you spent per month resolving computer issues with a co-worker's help?

Percentage

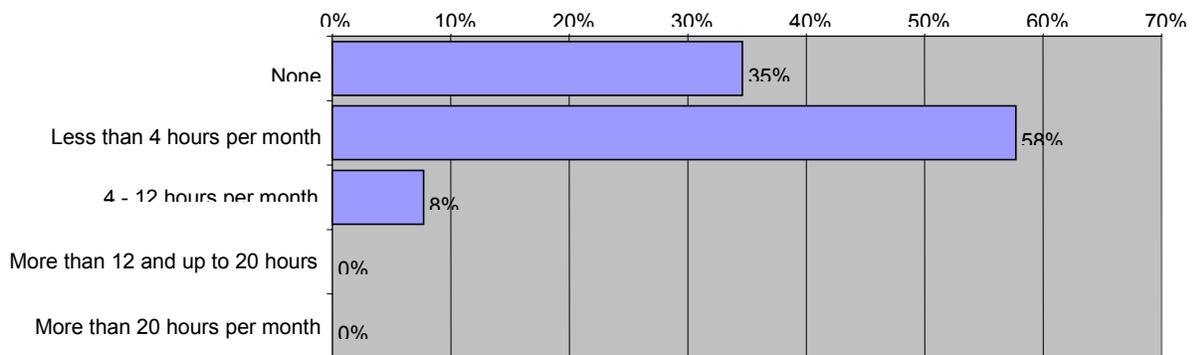


Number of responses

None	Less than 4 hours Per month	4-12 hours per month	More than 12 and up To 20 hours per month	More than 20 Hours per month
13	12	1	0	0

11. Which response best describes how many hours you spent per month helping others resolve computer issues (excluding those that are part of your job)?

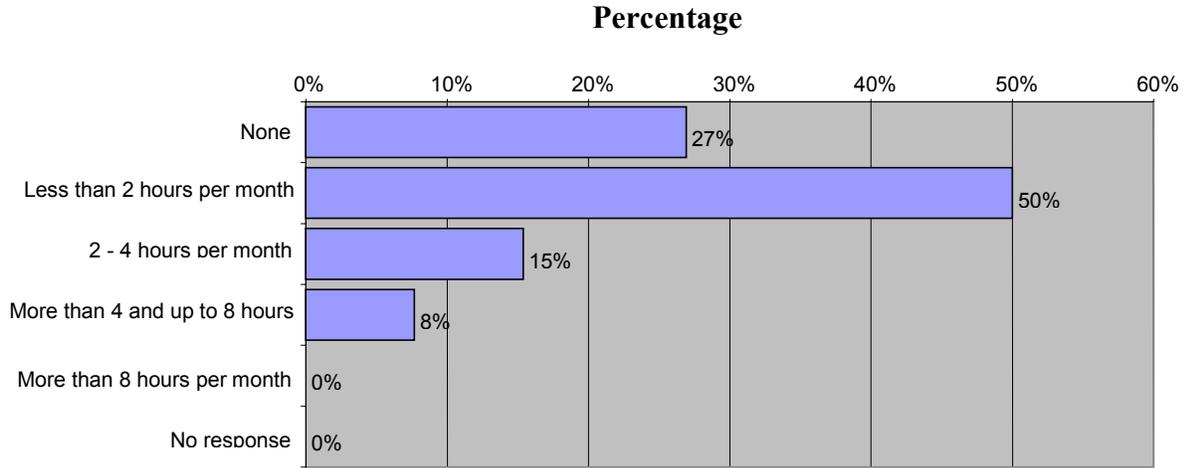
Percentage



Number of responses

None	Less than 4 hours per month	4-12 hours per month	More than 12 and up to 24 hours per month	More than 20 hours per month
9	15	2	0	0

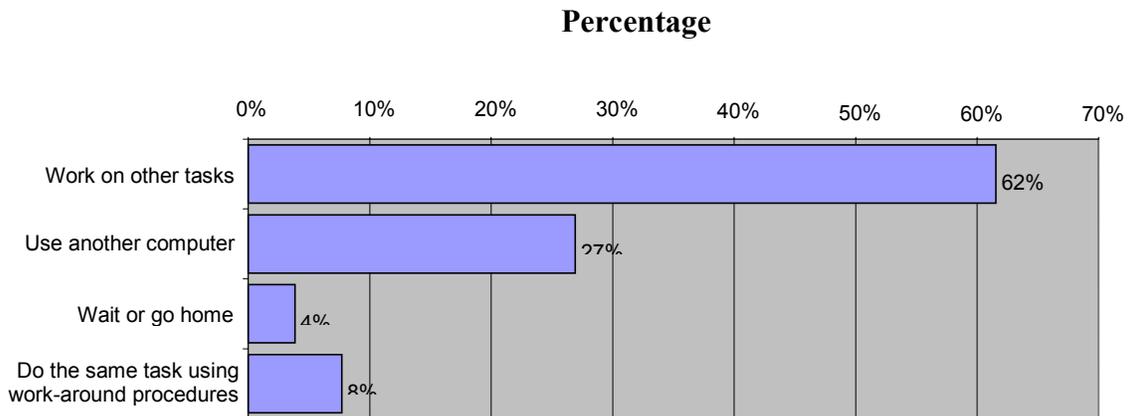
12. Which response best describes how many hours per month you could not use your computer to do your work because of a problem (including the time you spent with a support person and any time waiting for support)?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hours per month	More than 8 hours per month	No response
7	13	4	2	0	0

13. Which response best describes what you did when you could not use your computer to do your work?

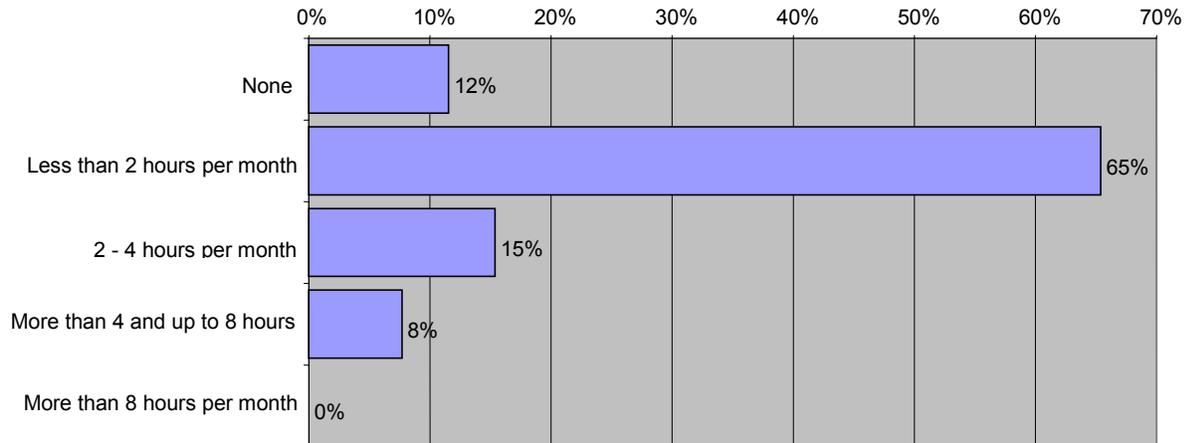


Number of responses

Work on other tasks	Use another computer	Wait or go home	Do the same task using work around procedures
16	7	1	2

14. Which response best describes how many hours per month you spent on maintenance activities, such as backups, loading software and organizing files on the hard drive?

Percentage

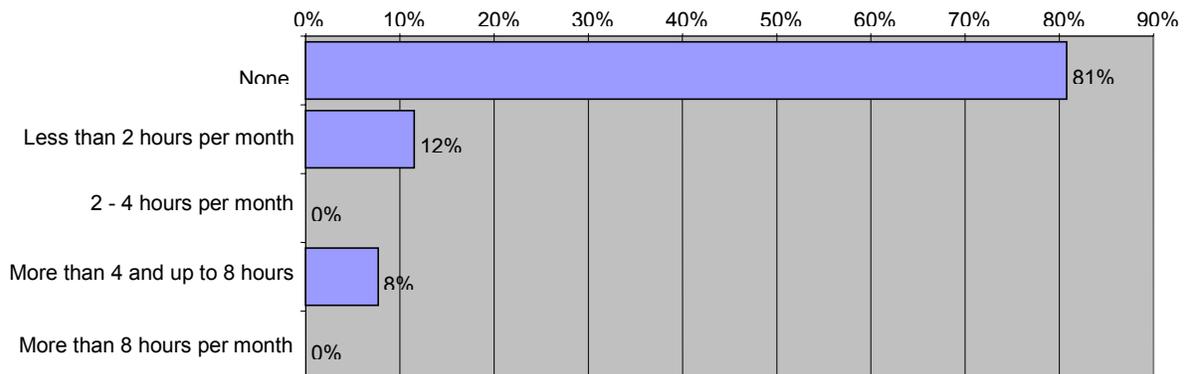


Number of responses

None	Less than 2 Hours per month	2-4 hours per month	More than 4 and Up to 8 hours per month	More than 8 hours per month
3	17	4	2	0

15. Which response best describes how many hours per month you spent developing applications (excluding scripts required for your job) for your own use?

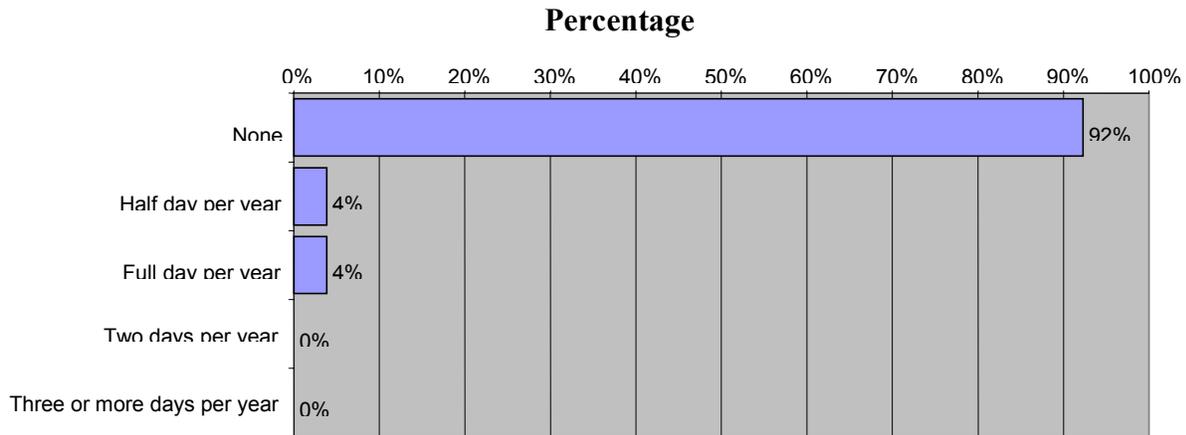
Percentage



Number of responses

None	Less than one hour per month	One hour per month	Two hours per month	Three or more hours per month
21	3	0	2	0

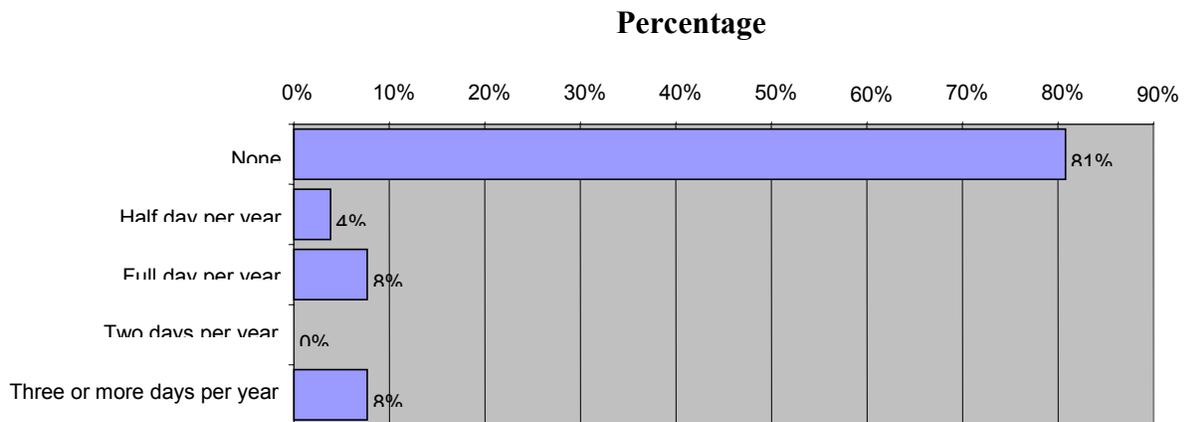
16. Which response best describes the amount of time you spent last year in formal classroom computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
24	1	1	0	0

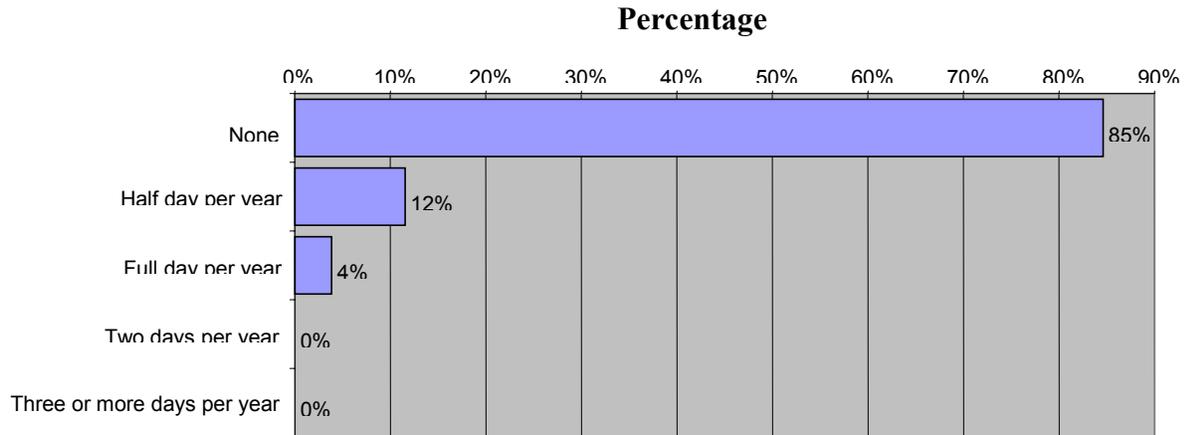
17. Which response best describes the amount of time you spent last year on alternative (video-based, computer-based, etc.) computer training on standard PC applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
21	1	2	0	2

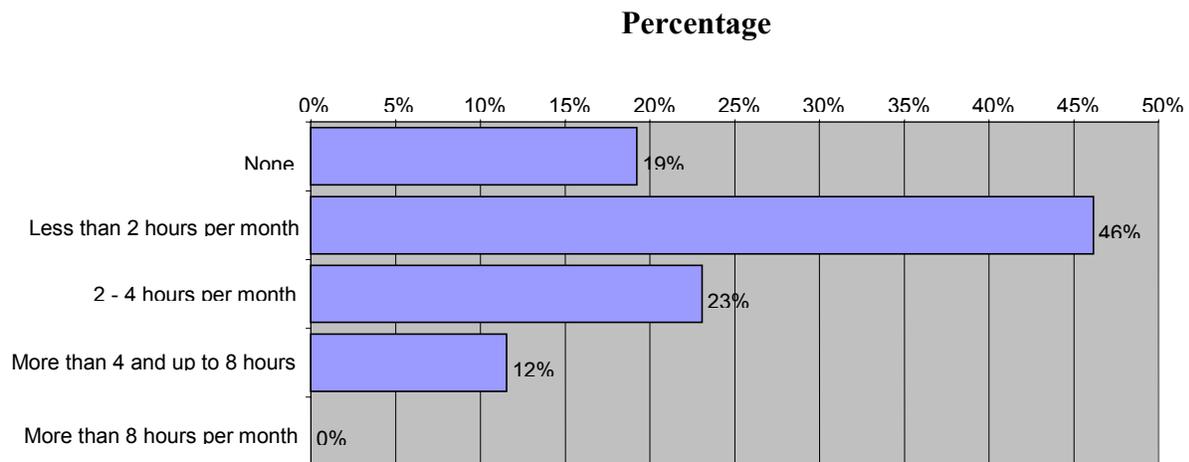
18. Which response best describes the amount of time you spent last year on training on custom business applications?



Number of responses

None	Half day per year	Full day per year	Two days per year	Three or more days per year
22	3	1	0	0

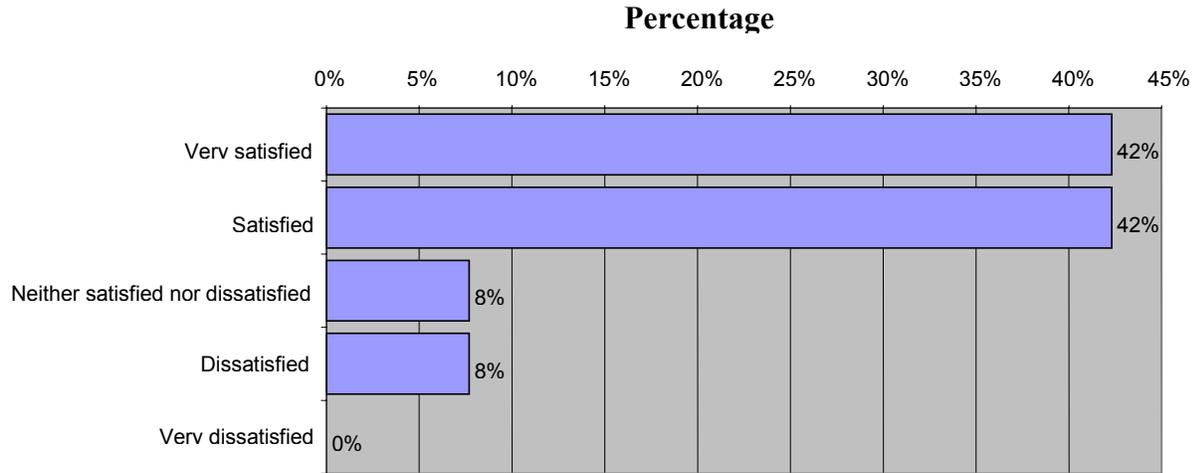
19. Which response best describes the amount of time you spent last year on casual learning such as reading manuals or using online help?



Number of responses

None	Less than 2 hours per month	2-4 hours per month	More than 4 and up to 8 hour per month	More than 8 hours per month
5	12	6	3	0

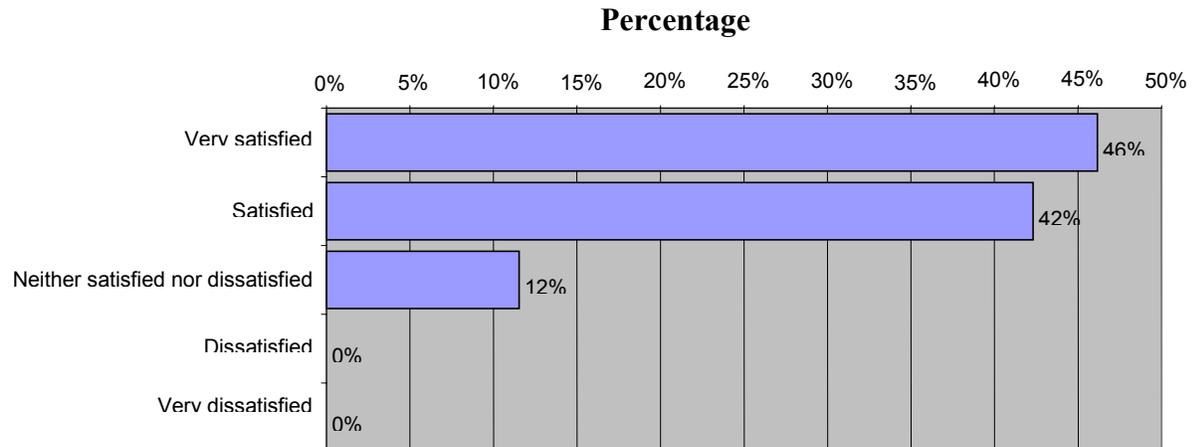
20. Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Number of responses

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
11	11	2	2	0

21. Which response best describes your overall level of satisfaction with the support you have received for your computer?



Number of responses

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
12	11	3	0	0

Comments

1. Workstations

Positive Feedback

- We have relatively few problems. (PA)

Suggestions

- I would benefit from some different use of peripherals in the office: a docking station and/or larger monitor; printer that prints double-sided; wifi. (PA)

Issues

- The computer is overloaded with programs I do not need, and the memory is limited, even with frequent off-loading of old files. Worse than the computer itself, however, is the primitive state of our network connection, which slows to molasses every afternoon. (PA)
- I am a graphic designer and I **love** using my Mac but I just wish two things: 1) the RAM were maxed out and, 2) that I could upgraded to a fast, dual-processor G5. I'm a heavy Photoshop, Illustrator, and InDesign user. (PA)

2. Support

Positive Feedback

- I really like the HELP desk. I tend to be a computer illiterate -- I can use applications well, but have very little idea what to do when even a small thing goes wrong or if I want to do something arcane. The folk at the HELP desk are very good at talking me through a problem without showing a trace of exasperation though I'm guessing they may have a great laugh once I'm off the phone). (PA)
- If I didn't call the Help Desk I probably would have spent a LOT more time resolving computer problems (PA)
- The Help Desk is awesome (PA)

3. Training & Documentation

Suggestions

- It would be helpful to take more database training. (PA)

Issues

- In the past the applications classes I have taken were almost worthless. Learning by doing is slower, but it sticks. (PA)

7. Survey

- I selected "None" for item #12 would but "less than 30 minutes" would have been my answer if it were a choice. For item #12, you should have included "try to resolve the problem," which I would have selected. (PA)
- When you say "PC," does that include a Mac computer? (PA)

8. Clarifications

Workstations

- I'm getting a new computer within the next month. (PA)
- I use a laptop exclusively - both a work and off-site. This is necessary because I arrange and/or give presentations off-site frequently. (PA)
- I would use a hand held if I could figure out how it is better than a stray piece of paper. (PA)

Support

- I resolve the majority of the problems (very few) that happen on my Mac. (PA)
- I support guests who use our computer resource room (about 150 guests per year) (PA)
- There is an IT support person for this and related offices, but he is impossible to contact. For serious problems, therefore, I go to HELP. (PA)

Appendix K: All Comments

1. Workstations

Positive Feedback

- I seldom have problems with my computer. (IC)
- We have relatively few problems. (PA)

Suggestions

- I use my computer to help me design telecom infrastructure in AutoCAD. I would like to be able to use my laptop for this, as I could use it on job sites away from my office, but my laptop is too old to run current AutoCAD applications. The ideal solution for me would be to surrender my old laptop and my desktop and get one laptop that would replace both. I would have to have a monitor large enough to display good sections of drawings. This would increase my productivity. Currently, I have to make hand drawn sketches, take notes, go back to my office, input them into AutoCAD, print them out, and take them back to job sites to review. If this could all be done on site, my efficiency would increase dramatically on large projects. (IC)
- Having a DVD writer would be good; a CD writer is essential for WS&C standard. (IC)
- I would benefit from some different use of peripherals in the office: a docking station and/or larger monitor; printer that prints double-sided; wifi. (PA)

Issues

- I am much more productive on my MAC and wish the Lab would let us decide how we are more productive and useful rather than dictating which system we must use. Having said that, I realize the goal is to save money so I guess I'm just venting. (CF)
- In general most of the computers are old, slow, lack memory, etc. Not really adequate for what your job expectations/duties require. (FA)
- Speaking from the perspective of standardized support, the computer systems selected for Laboratory business are adequate though a one key hardware configuration issue was missed-the memory configuration was sub-optimal. This is more important for scientific rather than administrative staff-from an operational and marketing point of view. This simple no-additional-cost memory configuration mistake may be used as fodder for standardization resistance. (IC)
- Need better quality computers, more connectivity, standardization and training (OP)
- The computer is overloaded with programs I do not need, and the memory is limited, even with frequent off-loading of old files. Worse than the computer itself, however, is the primitive state of our network connection, which slows to molasses every afternoon. (PA)

- I am a graphic designer and I *love* using my Mac but I just wish two things: 1) the RAM were maxed out and, 2) that I could upgrade to a fast, dual-processor G5. I'm a heavy Photoshop, Illustrator, and InDesign user. (PA)
- My #20 response refers to the laptop that I used. An updated laptop would be appreciated. (HR)
- Availability of a lightweight modern laptop needs to improve. (HR)
- I would like an upgrade to my docking station and have a flat screen TFT Monitor rather than the older CRT monitor. (HR)
- I'm using 2 PC's both XT machines for my day to day work, the new one which is a faster machine and has the new 'Workstation Standard' turns out to be performing slower to do my tasks than the older machine. (IC)
- My computer is often slow in dealing with the amount of data I use for modeling purposes. I do not know if this is related to the size of the machine or the configuration. (CF)
- Comments on item 20: It would help very much if I have a faster computer. According to your schedule, I am due to get a new computer this year (I hope it will be sooner rather than later). Thanks! (CF)
- I have been here 16 months, and my computer worked better when I started then it does now. It seems like every week I am asked to shut down so "updates" can be made. I just got a new computer and it is more confusing than the original, plus I lost Turbocad and Microsoft photo editor. (EH)
- In general most of the computers are old, slow, lack memory, etc. Not really adequate for what your job expectations/duties require. (FA)
- Slowness happens for what seems to be no reason. (HR)
- My system has been locked. I can not install anything on my computer that I believe to be job related and/or would help with the functions of my job. (HR)
- My system has crashed twice in a relatively short period of time, and I had to use my laptop here at the Lab until IT help (weeks) could re-image my computer--Then, it was not set-up like my previous computer, so I had to do that, too. This always seems to happen when I have important reports due to DOE, so my work is hampered. I was not happy. Also, there seems to be significant delays in my receipt of e-mails. (CF)
- My hard drive failed after less than a year with a new PC, but the support center was prompt in replacing the drive and reloading applications. (CF)
- This past week I had something wrong with my computer and I didn't have a computer for 3 1/2 days. I could have went home cause I did all I could do with out a computer! (EH)
- I've had really bad computers issued to me (lemon straight out of the box - in the first three weeks of having a new computer, had a new video card, mother board and hard drive replaced and nothing but grief from then on), to this one, that has been fairly reliable and trouble free. (FA)
- I would like to be able to synchronize my handheld to my work computer, but have not been able to. (CF)
- I haven't been able to use my handheld because the software is not compatible and it meant double entry. (CF)

- I've had difficulties synchronizing the address book with the Palm handheld. It often creates multiple entries and I the address book in the Lab email system will always override entries I've made manually instead of synchronizing. (EH)
- I have stopped using my Palm at work because of continual issues with trying to sync. Maybe some of these have been resolved but I gave up. I believe handhelds can be an important productivity tool if implemented and supported properly. I also currently have a desktop but have wanted a laptop to be more mobile and to be able to take work with me. However, budget has not allowed me to replace my desktop. (HR)
- Most help desk employees are well informed. I've had some difficulty with standardization on Palm software, and had to downgrade Palm OS to make it compatible with Oracle Calendar. Then that caused other problems. I had to sacrifice Palm functionality/applications. (IC)
- Since getting the new laptop as part of the WSC, I have problems sync-ing my palm to my LBL log-in domain. The steps to over come this problem are: I have to log out of the LBL domain, log-in to the work station only, sync to palm, log back out of the workstation, and then log back into the LBL domain. (IC)

2. Support

Positive Feedback

- I contact the central HELP desk and they are generally very professional and knowledgeable. I am thankful for their support when I need it. (CF)
- Help Desk has always been very courteous and helpful. (CF)
- Regarding question 9 - Typically, computer problems I've experienced have been infrequent, and resolved very quickly via the help desk, and on average, less than less than 1 hour per month. (EH)
- When I call the Help Desk they generally have been very helpful and timely. (HR)
- The Help Desk has provided outstanding help. I am very satisfied with the computer because I don't expect it to be 100% operable all the time, but that has mostly to do with the server, passwords, and related outages. (HR)
- The help desk has always been very good and reliable in either fixing the problems I have had with my computer or referring me to the person who could help. (IC)
- With the tech. support from the help desk, my problems if any are rare and not as severe as one might expect. (FA)
- Regarding question 7 - About 5 to 10 % of the time, I am unable to resolve a computer issue and will call the computer HELP line (service has improved). Henry and I have become great friends over the years. (FA)
- The help desk folks are GREAT. (FA)
- With no joke intended, I'm one of the most computer illiterate persons on the hill, which makes it nice to have people such as those who man the help desk. (FA)
- The HELP Desk is excellent --- better than excellent. (FA)
- Help Desk has been great. (FA)

- I really like the HELP desk. I tend to be a computer illiterate -- I can use applications well, but have very little idea what to do when even a small thing goes wrong or if I want to do something arcane. The folk at the HELP desk are very good at talking me through a problem without showing a trace of exasperation though I'm guessing they may have a great laugh once I'm off the phone). (PA)
- If I didn't call the Help Desk I probably would have spent a LOT more time resolving computer problems (PA)
- The Help Desk is awesome (PA)
- I am fortunate to have a matrixed IT person located on site. (CF)
- Thank you goes to LANOPS! (CF)
- The support center has always been prompt and professional in supporting my requests. (CF)
- It's great to have a very knowledgeable IT support person available in-house. (HR)
- My local support is very knowledgeable about the specifics of the software that I use is very responsive when updates, network slowness, etc. interfere with my computer/daily work. It is extremely helpful to have someone close at hand who can come to my desk and resolve whatever issue I have. I do use the general help desk for generic questions, password resets, etc. (HR)
- LAN OPS was wonderful. See comments above about new system. (HR)
- The ISS-lanops team in B939 is terrific! The customer service they offer is excellent. We experience a minimal amount of downtime. They are knowledgeable and helpful--the best! (HR)
- Kyle was the best. (FA)
- The IT people that come out are top notch. Always help us out in a speedy timeframe, and are very knowledgeable. Particularly in the last 4 or 5 years. (FA)
- I have contacted our division support, Perry Lao, directly. Perry is responsive and competent. (EH)
- Perry's quick responses to my computer problems are INVALUABLE; nothing replaces having a live person face-to-face! (EH)
- I have contacted Perry Lao on many occasions and have had terrific support each and every time. (EH)
- Regarding question 21 - this has all been from Perry Lao. (EH)
- Perry Lao has always been very helpful when I have had problems or concerns with my computer. (EH)
- Again, having an IT Tech in person to solve your problems, ask questions, etc is INVALUABLE and in a timely fashion. (EH)
- Brian Taylor provides outstanding support. (LD)
- I am very happy with the support I get from the UNIX group and with their team-oriented attitude. (IC)
- LBNL has the best computer support of any organization I have worked with. (EH)
- The help-desk has provided excellent support. When in-the-field computer support is needed (e.g., hardware), Perry Lao has provided excellent support. (EH)

- The help desk and IT personnel have provided excellent customer service in resolving any computer problems, and providing information on general questions or concerns. (EH)
- The IT support personnel are very responsive whenever I need help. The help desk is great as well. (EH)
- Support is generally very good. (FA)
- The HELP desk and IT support team are tremendous resources to me. (FA)
- The computer support people both at the help desk and the Facilities computer staff where I work have always been helpful, professional, friendly and they have always resolved my problems as quickly as possible. (FA)
- Great computer support staff...both central and division. (FA)
- The Help desk and the Support personnel respond quickly, always follow-through and explain what they have done. Very Customer oriented group. (FA)
- See previous notes on availability of support before 8am. Other than the timing of the support before 8am, I have been very satisfied with the promptness and level of service. (HR)
- support has been great. (OP)
- As to #21, you need something above Very satisfied to check as far as I'm concerned. (FA)

Issues

- Where I worked previously (for the Government), I was normally interviewed by the IT function, prior to acquisition of computer, to determine my computer resource needs. I was extremely surprised that this did not occur here. (CF)
- Another surprise--I live in Building 937 and recently found out that the IT support people for this Building were moved to another off-site building. As a client, I expected to be informed--ahead of time--of any IT changes that affect my job. (CF)
- Programs that were on my PC but were not on the lap top I had to install myself. Polycom camera, Label printer, network printers. Ran into problems with the label printer, install disk would not properly install onto win-XP. (IC)
- It is unclear to me how software gets updated on my laptop. Who does this? For example, a pop up box came up this morning that asked whether I wanted a new version of some software package installed (wish I could remember which one). I have no idea whether this is a good idea or not. It'll pop up again tomorrow. Who keeps my version of Powerpoint, word, etc. up to date? I have to share files with others and it helps not to have issues with compatibility of managed systems. (IC)
- Loss production time whenever updates, hardware added or new computer - many times the tech will have to return for areas that are not operating correct. I think this occurs due to the following reasons: No central information is retained for user a station that has special needs due to their work task --for example, the user may have to work in other databases with national labs and DOE. Some of these databases require Internet Explorer. (CF)
- I was surprised to learn that the Help Desk does not refer for investigation ANY attempts to elicit employee's password information through spam. When I received

- a phishing e-mail purporting to be from the Bank of America, they were after some thought able to refer me so that I could report it, but it was my responsibility. (EH)
- Resolving computer issues sometimes means learning to deal with it by finding a way to live with the problem (like rebooting or whatever it takes to keep working). (HR)
 - Due to the management of the local IT group, I utilize the computer help desk rather than our own IT group. The manager seldom allows his crew to work on my various machines, i.e. local DeskJet printer, Filemaker database, HRIS database, etc. I believe that IT support should be allowed on all machines, and on all job related programs and printers. Just because a manager doesn't like the program, doesn't justify lack of support. Specifically, the facilities division IT support manager should be looked at for lack of support. (HR)
 - Laptop support is adequate...there are times I am satisfied, there are times I am dissatisfied. One thing that concerns me is my support person will tell me to do "a" with my system, while another support person will tell another person with similar situation to do "b" with their system. Need some consistency is approaches between support people. (IC)
 - I've tried calling Help Desk a few times, but always get Voicemail. I filled out web form once, and got reply ~10 days later. (IC)
 - New laptop delivered in September 2005 with no support, no applications loaded, just a box delivered. I had to load all applications and transfer data/settings myself. New computer has 50% of the specified RAM spec'd by Charlie and me. I have worked with Charlie and Gayle to get appropriate Ram since September. It has been 3 months since my computer was delivered and I still have not received the required RAM. I send emails every few weeks asking for it. I hope we provide better support outside CS! (IC)
 - WHEN I get someone to work on my computer, I am usually very satisfied. (IC)
 - During my use of a standardized desktop, I find overall it is sufficient though support quality has been spotty. Not all problems have been addressed in a timely fashion and non-standard software is used as an opt-out tool for support staff. If non-standard software is found to be problematic, support staff should ask clients if they would like recharge support. I wasn't offered this option-- nor did I press for it but this is an important issue. (IC)
 - In general, response time too slow from the help desk. Problems are not always fixed the first and frequently new problems are introduced. (IC)
 - Regarding question 7 - I have generally the IT support help desk in bldg 937. In the past, calls and messages to the central help desk resulted in no response. (LD)
 - The help desk response time is usually too long requiring me to fix problem myself or get local IT help. (IC)
 - Everyone is always eager to help and very responsive but I often find that while the problem is fixed, something else gets "broken" in the process. This requires follow-up by the same people or others. (OP)
 - I hope the quality of the Help Desk can continue to be maintained in light of the RIF. (CF)
 - IT support has been great; however I feel we are short on these resources. (EH)

- Where is Kyle? (FA)
- Facilities once had a few technicians that responded quickly in person to correct the problems. (FA)
- Was very satisfied up till about 6 weeks ago, then my "go to guy" was released, now I've had a few issues and don' know who is going to help or when. (FA)
- Our desktop support person is a half mile away. On site help for the dept would be the most efficient. (FA)
- The IT satisfaction again is totally dependant on which IT people support your group. Sorry that you let so many good people go. (FA)
- Bring back Kyle Perry to support facilities computers. Kyle was always here to help us with problems we would encounter. (FA)
- Had a great support person, with direct help...one call brought all problems to an end. Then they RIF'd him recently. Now it's take a number and see if they can figure it out (specialty load). (FA)
- PC support is marginal. (HR)
- Some instances of support provided to troubleshoot issues for me have been excellent; however I've also experienced lack of response from our assigned computer support person. (HR)
- I REALLY miss having a local IT support team. The time I spend having to resolve my own issues have already in FY06 has increased since having to use the Help Desk. I miss having access to the support team from FY05. They were experts - professional and quick. Always reliable and I felt personally supported. If I had an urgent need it was always taken care of swiftly. LANOPS was able to address all kinds of peculiar issues that my types of applications can create. (CF)
- Since LAN OPS no longer exists it is imperative that all the folks on the Help Desk understand and can apply the setups, etc., used for HR. I recent experience has caused me nothing but grief because the person didn't know the standards. Fortunately, a local help person was able to fix most of it so I didn't lose data. (HR)
- It would be nice if the Central help desk was available at 7:00AM when we come in to work. Several times system or business application problems exist before the Help Desk is open at 8:00AM. This would also enable the IT Staff to get a jump on problems. (CF)
- I would be very satisfied if my schedule and the Help Desk schedule were completely compatible. (FA)
- I go to local IT support because the Help Desk personnel are never available when I have the most problems (between 0600 & 0800 hours). (FA)
- We have had computer problems before 8 AM and after 5PM and could not work until the help desk or local IT person arrived. There have been times wherein I have been delayed by the help desk for an hour or so, e.g., when they had to find someone to see to my workstation to resolve the problem. (HR)
- My workday starts between 6am and 7am. The support desk isn't available until 8am. There have been several times which the system has either been down or there has been a computer problem when I have come into work. I have been left stranded until a minimum of 8 AM not being able to use my computer (which is essential to

my work). There are several other employees that also come in early that have faced similar problems. (HR)

- Just a suggestion on Help Desk hours. Could they start at 7:30am? A number of people get here before 8am and typically have to wait until then if their computer isn't working correctly when they arrive. (OP)

3. Training & Documentation

Positive Feedback

- I feel that the small amount of computer training I have received at LBL was beneficial to my overall job performance. (FA)

Suggestions

- Computer support mostly has been very good. It would be nice; however, if there was a layman's manual available devoted to the simple things that most everyone does here -- formatting in Microsoft Word, creating underlines in Mozilla e-mails, and the like. (FA)
- A document that outlines "how best to use you laptop from a remote locations", or "Successful scenarios for laptop users" would be useful. Something that the average user could pick up and use. (IC)
- What is the maximum time a person is allowed to sit at a workstation without stretching for circulation and resting of eyes? (FA)
- This is an area that would help me with Excel and other applications I'm interested in. (EH)
- Although I have an LBNL issued Treo 650 phone with possible computer usage, I do not know how to use the computer part for accessing email or calendar. I would, at some point, like to learn. (FA)
- Little training available--- training would be good. (FA)
- Training was introduction to BLIS - 1) A refresher course would be beneficial 2) Is it possible to arrange a BLIS training presentation in B937 or B939 ? (HR)
- It would be helpful to take more database training. (PA)

Issues

- Lack of PRP training of others (and me) has negative impact on my work productivity. (CF)
- I would love to get more training on various applications, but unfortunately was too busy last year to attend any training. I would like to see the on-site computer training school resumed at the Lab. It is much more convenient!! (EH)
- Training could be improved - especially exploiting advanced features of Mozilla email, and Oracle calendar. (EH)
- I think there is a great need for NO COST formal training classes on the standard Microsoft apps (i.e.: WORD, WORD, WORD) (EH)
- The expectation is that casual learning will be done on your own time it seems. (FA)

- No training offered at the lab on the programs and work that I do, or has been offered to me. All problems solved on-line or telephone with vendors/manufacturers. Very frustrating at times when you need an answer or help on a specific problem. (FA)
- While I understand that Safety is the #1 priority at the Laboratory, as it should be, I think that other beneficial programs such as Training have had their funding cut. This brings down moral of the employees, which in turn can result in unsafe behavior. It all comes full circle. There is a distinct relationship between Safety and Employee Morale. (HR)
- Wish I had more time for training. I sometimes set aside time, or sign up for training, but at the appointed times, something more pressing comes up, and there is no one else to handle it, so training takes a back seat. Not good. (IC)
- Would like to have more training. (OP)
- I need ... training (OP)
- In the past the applications classes I have taken were almost worthless. Learning by doing is slower, but it sticks. (PA)

4. Applications

Suggestions

- More application-specific support, such as with PeopleSoft would be nice, although John Speros continues to be an excellent resource on an individual basis. (CF)
- Although I am satisfied, I do believe the Lab should thoroughly review the applications it has that are used independently and do not communicate with each other as they should (LETS, Peoplesoft to be exact). (EH)

Issues

- In procurement I am totally dependent on PRP to complete urgent tasks. Any unavailability delays completion of tasks. (CF)
- I have found PeopleSoft to be added work and not really helpful for our type of contracts, blankets, and term Subcontracts. (CF)
- I wish there were popup blockers letting us know when there are server problems and/or maintenance protocols which oftentimes causes processing delays during closing and/or running queries during month-end. (CF)
- HRIS going down w/o warning has been a problem, plus implementing new versions at peak season seems to me a bad decision. (HR)
- Some of our applications are outdated, and therefore it is difficult to get training for them. Most existing classes are for newer versions of the software. (FA)
- Facilities need improved support with implementing effective data management systems. Information on building and utility system configuration and of project effort is not effectively done and Facilities MIS seems to have no plan for improving this situation. General PC support on standard business applications is OK, but recognizing and understanding user needs related to project and facilities

management and implementing effective data management systems for these needs is poor and frequently input from MIS works to cross-purposes to users needs. (FA)

- Regarding question 20 - I'm resolved to the fact that my MS Windows XP-computer is better than PCs with 98 and earlier versions of Windows. However, my job necessitates keeping current on Windows 9x machines because of software limitations. Consequently, this situation also limits computer hardware support provided by LBNL since only XP-based machines are officially supported. (FA)
- Support staff addresses technical problems in a reasonable way. No thought given by management to training or appropriate applications. (FA)
- Problems with AutoCAD integration are an issue (not a Help desk action item). (FA)
- email system could be improved. (CF)

- Seem like I spend too much time having to manage emails related to the 100 MB limit and in general related to the amount of emails I receive and send. Would seem like a good business decision for the Lab to implement an email management system lab wide that allows for individual groups, departments, divisions, etc., to manage their emails for record keeping purposes (almost in the same fashion as a database system) so that information is not lost. (EH)
- I'm finding that e-mail takes a lot of time. There is slow response as saved (local) mail files grow. "Creating summary" is slow on large folders. (FA)

5. WSC Program

Positive Feedback

- Working with our IT support person, we recently standardized all computers for our group - same CPU, same monitor, and same set of software. This has dramatically cut down on the amount of down time (everything is new and works together, that was tested before we got the new computers) and I know will simplify the amount of time our IT support person has to spend solving problems. (CF)
- This survey is a great ideal! (FA)

Suggestions

- As the WSC group continues to implement the program, I hope they are looking at individuals with multiple computers assigned both at work and at home and at least a casual assessment of need. The cost to track and maintain multiply assigned computer should be one of the first areas of scrutiny for the group, if in fact cost savings and related efficiencies are their objectives. (CF)
- Some software that is required by DOE/EPA regulations is primitive and will only run with old operating systems. I need to maintain an old, secondary computer for this software. Please ensure that such situations are addressed. (EH)

6. Other

Issues

- It seems as if there have been more problems with the network in the last 3 or 4 months. (CF)
- My computer sits atop a 1960's era desk not designed for computer use, which hasn't created any particular problems but isn't ideal. I do have a flat panel monitor - a nice upgrade considering my time on the computer. (CF)
- I need a new tray for my keyboard (CF)

7. Survey

- What is a handheld? (CF)
- I would rephrase question 21 as such: Which response best describes your overall level of satisfaction with the support you have received for your desktop computer personnel? (EH)
- There should be a choice in between zero and less than 2 hrs/month. I probably spent about 4 hours during the last year using Microsoft on-line help screens. (FA)
- I all ready did this. I have spent more time on this than any problems I have had. (FA)
- "Resolving computer issues" is pretty vague. (IC)
- Questions 9 through 11: More accurate answer is < 2 hours/month or insignificant amount of time. (IC)
- I am an IT person but the above answers are provided as a "end" user of standard services such as email, calendar and other institutional applications. (IC)
- Not sure what is meant by question 15. I've spent time developing and improving an Access database which I use for my own job, but it has nothing to do with my workstation. (IC)
- Question 15 makes no sense: Surely you're not asking how much time I spend developing applications for fun. (IC)
- I don't think I understand #15. The category "for your own use" that excludes "required for your job", sounds like inappropriate use. (IC)
- I would not describe my time with reading manuals as "casual learning": (IC)
- I selected "None" for item #12 would but "less than 30 minutes" would have been my answer if it were a choice. For item #12, you should have included "try to resolve the problem," which I would have selected. (PA)
- When you say "PC," does that include a Mac computer? (PA)

8. Clarifications

Workstations

- I primarily use a desktop and have an old laptop assigned to me for home use (CF)
- 3. I telecommute two days a week using my home computer. I connect remotely to my LBNL computer. I spend between 11-20 hours/week on my home computer also. (CF)
- I telecommute two days per week. I use my home computer remotely and use that computer between 11-20 hours per week also. (CF)
- I do not use my workstation for the compilation of long documents. Mostly short work and data entry. (CF)
- I do use my personal laptop when traveling or on vacation. I use Win2K and LINUX on it. (CF)
- I use my laptop from offsite regularly when working from home off hours; or occasional travel. I may occasionally need support but would bring it to work for support. (EH)
- My workstation was upgraded from Windows 98 to Windows XP at the end of FY05, because a custom business application was upgraded and the upgrade would not function with Win 98. (EH)
- I use my own personal laptop for telecommuting, working off hours at home and occasional travel. (EH)
- My computer time is basically spend using excel with a co-worker but mainly e-mail and memos. (EH)
- I currently am utilizing more than one workstation in our building, one in the office area and one in the work area which is often shared. The answers above apply to both areas. (EH)
- My primary workstation is a Win98 computer because of proprietary applications used for the card access system. Due to software and operational changes, I no longer need to maintain a Win98 machine. (FA)
- Some response may refer to the Mac Computer that I also have and use for my operation. (FA)
- I am using a Macintosh Desktop, but I am running Windows XP in Virtual PC as well. (IC)
- Portable calendar might have some application. Off site login from home on my personal PC tends to be adequate. (IC)
- I have a Dell Latitude D800 Laptop Workstation. (IC)
- I don't have a standard workstation or laptop. (IC)
- I rarely use the Novell services/applications of my desktop machine such as mapped drive storage and/or e-folder but these services are installed on my machine nonetheless. (IC)
- Regarding question 2 - My dept has one laptop which is for sharing by the dept. Recently, this shared laptop was re-assigned to me on the property records

apparently because I borrow it more than most for meetings or when working at a location other than my desk. (LD)

- I use my laptop exclusively between off-site telecommute location (Mon/Tues) and onsite (Wed/Thurs/Fri). (OP)
- I'm getting a new computer within the next month. (PA)
- I use a laptop exclusively - both a work and off-site. This is necessary because I arrange and/or give presentations off-site frequently. (PA)
- When and if I do use my personal PALM I would want to synch to Lab calendar and perhaps e-mail. (CF)
- I also synch my personal palm to my address book in Palm, not in Mozilla (the Lab operating system that I use at work). (CF)
- I use shoebox. (EH)
- Synchronize with "ShoeBox" database. (EH)
- A hand held would be a welcome addition to support my work. Not approved by my division though or supported. (FA)
- I would use a hand held if I could figure out how it is better than a stray piece of paper. (PA)

Support

- I rely on Dave Edgar's group for support when needed. (CF)
- We used to call 937 Help but now call the Help Desk for network and other problems. (CF)
- Required support is much less than an average of 4 hours per month. (CF)
- Separately, I support a bar code application which requires two applications to be installed on each users PC. (CF)
- I've had only occasional computer problems (like once a virus). (CF)
- Overall comments. I have been with LBNL only since June 2005, which accounts for some of my answers. In addition, my job accomplishment is not dependent on significant computer usage. (CF)
- The sponsored research function at LBNL is about to change where over 50% of proposals will be submitted electronically via online systems (10 so far). I anticipate that the use of computers and their capabilities will increase along with downloading (such as grants.gov) nonstandard programs to submit proposals. (CF)
- Most of the time I spend on computer related issues have to do with IMAP related charges (how to clean up someone server) and WSC-related issues. (EH)
- It is difficult to categorize use of support, in terms of time, since months may go by without any need for support, then several issues may arise at once. (EH)
- I go to the Help Desk when I have password or Novell log on issues. I go directly to my IT Support person when I have programming or hardware issues. (EH)
- Seldom do I call the help desk with problems. When problems/issues occur I contact the local IT support. (EH)
- Regarding questions 9 and 10: These are occasional events and do not necessarily happen every month. (EH)

- I know to contact my local support people via the HELP line, so I only call them directly if it is critical. This is about 30% of the time. (FA)
- I support myself for Maximo, GIS, etc. software. (FA)
- I spend most of my time using custom business applications. Depending on what the issue is I prefer to call my local building support group. (HR)
- This response is going to skew the results. I AM the support person for Macintosh Computers. (IC)
- Most of the time I spend working on my workstations/Laptops involves removing spyware and or updating. (IC)
- My workstation is managed through the UNIX group, so I work with them as required if issues arise. (IC)
- I consistently use the standard load and tend not to depart too drastically from that. I use MS Office, Acrobat Distiller. I don't download shareware very much, if at all, and only for single use and then remove it. I don't like Calendar synchronization. (IC)
- I am a Computer systems administrator and was the Desktop Support person for my group up until about 6 months ago. (IC)
- I use my IT support person sometimes 20 minutes a month and most months I don't use him at all. (IC)
- Support for myself and others occur after the central support has serviced or addressed a computer problem. (IC)
- I am very satisfied with the support I give myself in maintaining my UNIX desktop and laptop. (IC)
- Qn 7 - accurate response would be ISS lanops (iss-lanops@lbl.gov). Since this was not available, I selected local IT support directly. (LD)
- I resolve the majority of the problems (very few) that happen on my Mac. (PA)
- I support guests who use our computer resource room (about 150 guests per year) (PA)
- There is an IT support person for this and related offices, but he is impossible to contact. For serious problems, therefore, I go to HELP. (PA)

Time

- I work approximately 45% time. (CF)
- I am working within our group to standardize how we start and save our working files to save time spent maintaining/organizing files. We had a fairly sophisticated shared files system at UCB and had worked out the bugs for this over time. It saved a lot of time and energy once it was not only functioning but was accepted by staff. (CF)
- 14. I used less than 2 hours because it is an occasional task. (CF)
- Regarding question 14 - I backup my computer files on a daily basis. The process takes ~ 5 minutes or less. (EH)
- 12. Last month there was a broken relay in my computer which took half a day to replace, but in general my computer works virtually all the time. (EH)
- Regarding question 12 - None for most months. (EH)

- My answer to #13 is based on what I would do if I HAD lost time (see #12) (EH)
- Excel is the only other application I use when at the laboratory. I'm currently working with the Personal Dosimetry Office using that software and Shoebox in the Hazardous Waste Facility. (EH)
- Regarding question 14 - There are occasions when hours spent loading and setting up new software will exceed 4 hours in a month. (FA)
- Frankly, too much rush or priority work to organize files. (FA)
- If I had known that you were looking for such detail I would have kept a log. (FA)
- As a working tech. on mechanical equip. my use of the computer is to generate WR's of Job orders/approve and it's ilk. (FA)
- I probably update and improve the organization of the files on my computer weekly. Nearly every work day I improve and add tools to improve my workflow and productivity and knowledge, which I can then use to better manage the software for which I am responsible. (IC)
- I regularly backup my own files; I use e-Room also. I perform disk maintenance weekly and virus protection near daily. (IC)
- 12) Less than 20 minutes a month, but most months -0- time taken with my IT person. (IC)
- backups and file organization are part of my job. (IC)
- I occasionally defrag my hard drive. (IC)
- on question 13, if I have to use another computer, I usually borrow one. (IC)
- Question #15 - But, I spend more than 8 hours per month if this question includes queries of FMS or HRIS. (LD)

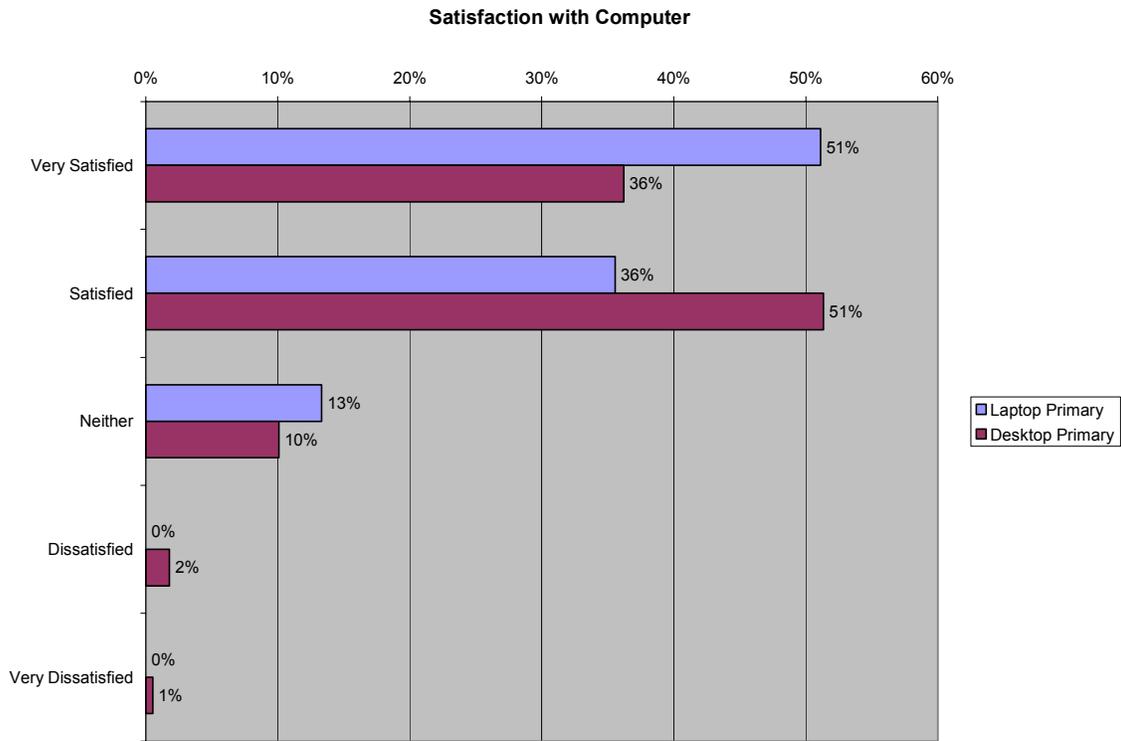
Training

- Training on accounts payable FMS 8.8 upgrade @ bldg. 90 (CF)
- Most of the training I have received during the year has been the sharing of knowledge between me and my coworkers throughout the year both informally and in staff meetings. (CF)
- I am a PeopleSoft user. (CF)
- This is standard for the work we do, proposal preparation is shifting to web based systems, and we need to learn new systems or upgrades to already existing systems constantly. (CF)
- Question 19: Completed before or after normal work hours. (CF)
- We implemented People Soft Upgrade which created some problems and interruptions in the flow of work. (CF)
- My work entails testing web based and computer based training applications as well as developing in house applications to use. I spend a lot of time in this area. (EH)
- Regarding question 18 - Learning RADAR while working in Operational Health Physics. (EH)
- Regarding question 19 - This includes my own, private time during lunch and after work. (FA)
- I believe in trying to look it up myself before calling for help. (FA)

- Custom business applications are primarily for Radio Trunking and Card Access. (FA)
- I use the web-based Sunflower application, and have never received official training in using the application. I have been using it for over a year now. (FA)
- It is hard to gauge the time spent in training and casual learning for custom business apps. It depends on upgrades and implementations. (HR)
- I was a new LBNL hire in April 2005 and attended a lot of HR applications training as well as train our temporary HR Assistant. (HR)
- Mainly time spent after hours for personal pc's. (IC)
- Achieved advanced computer degree. (IC)
- This includes training related to my job function other than for PC applications. (IC)

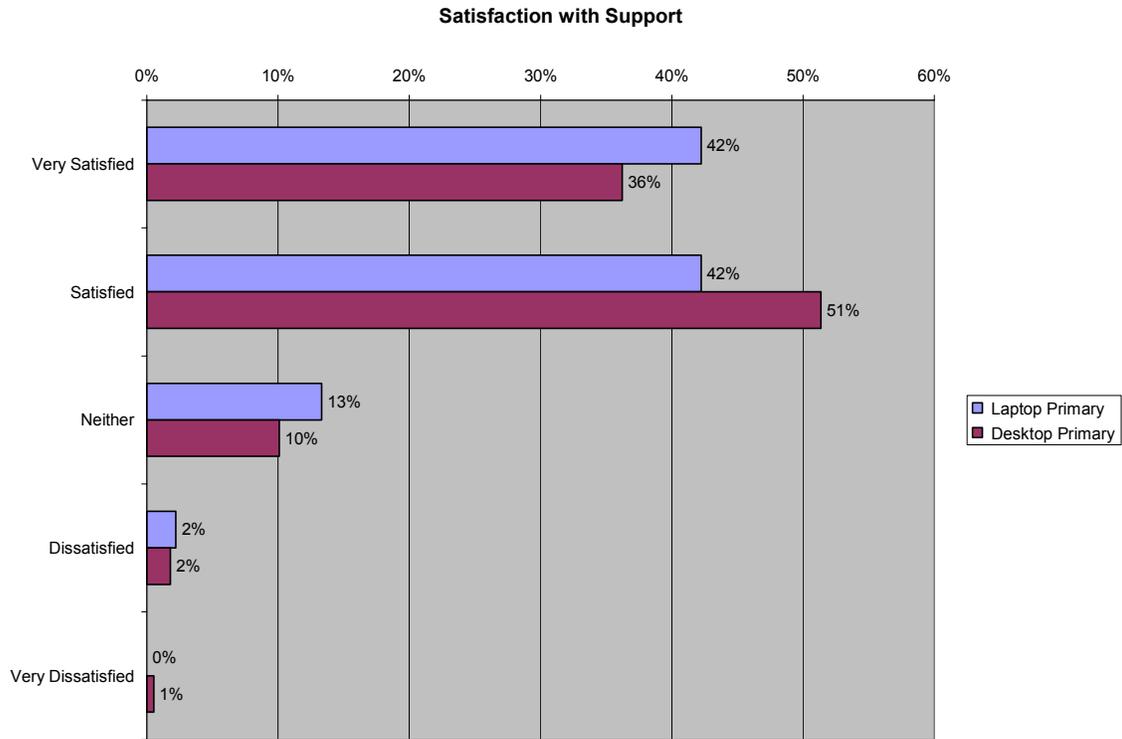
Appendix L: Satisfaction – Laptop vs. Desktop Primary

Q20 Which response best describes your overall level of satisfaction with the computer(s) you use for Laboratory business?



Satisfaction with Computer	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Laptop Primary	51%	36%	13%	0%	0%
Desktop Primary	36%	51%	10%	2%	1%

Q21 Which response best describes your overall level of satisfaction with the support you have received for your computer?



Satisfaction with support	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Laptop Primary	42%	42%	13%	2%	0%
Desktop Primary	36%	51%	10%	2%	1%